SOUNDTRANSIT

TITLE VI PROGRAM UPDATE

Submitted in Fulfillment of Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B

2022

TABLE OF CONTENTS

AGENCY INFORMATION

INTRODUCTION

TITLE VI OF THE CIVIL RIGHTS ACT

GENERAL REQUIREMENTS
(Chapter III FTA C 4702.1B)
1. Title VI Notice to the Public
2. Title VI Complaint Process and Complaint Form
3. Title VI Investigations, Complaints and Lawsuits
4. Public Participation Plan
5. Language Assistance Plan/Four-Factor Analysis and Implementation Plan
6. Minority Representation of Planning and Advisory Bodies
7. Subrecipient Assistance and Monitoring
8. Review of Facilities to be Constructed

REQUIREMENTS FOR TRANSIT PROVIDERS
(Chapter IV FTA C 4702.1B)
9. Service Monitoring - System Wide Service Standards and Service Policies for Each Mode

REQUIREMENTS FOR TRANSIT PROVIDERS THAT OPERATE 50 OR MORE FIXED ROUTE VEHICLES/PEAK SERVICE LOCATED IN UZA OF 200,000 OR MORE
10. Demographic and Service Profile Maps and Charts
11. Demographic Ridership and Travel Patterns
12. Update to the Disparate Impact and Disproportionate Burden Policy and Major Service and Fare Change Policy.
13. Public Engagement Process for Setting the Disparate Impact and Disproportionate Burden Policy and Major Service and Fare Change Policy
14. Service and Fare Equity Analyses
15. Board Action demonstrating the Board has Reviewed and Approved the Title VI Update Submittal

LIST OF APPENDICES

AGENCY INFORMATION

The Central Puget Regional Transit Authority was incorporated on September 21, 1993 and operates under the Revised Code of Washington Chapters 81.104 and 81.112. Known locally as Sound Transit, the regional public agency has a mission to develop and deliver a regional public transportation system. The Sound Transit District is 1,087 square miles and includes Pierce, King and Snohomish Counties. Sound Transit builds and operates regional transit service including Link light rail, Sounder trains, ST Express Bus and Tacoma Link light rail. This service is in addition to local transit services provided in each of these three counties by other public transit operators.

Sound Transit is governed by an 18-member Board mostly made up of local elected officials proportional to the population included in the Sound Transit District. Three members are from Snohomish County; 10 from King County; and four from Pierce County. The last seat is held by the Washington State Secretary of Transportation.

The Board establishes policies and gives direction and oversight. It is empowered under state law to identify ballot measures for voter approval of regional transit projects and maintains the Long-Range Plan that identifies potential projects to submit to voters.

Sound Transit has several service provider partners. King County Metro, Pierce Transit and Community Transit provide bus services. King County Metro also provides Link light rail services and ADA complementary paratransit services for Sound Transit under an inter-agency agreement. Sound Transit also has agreements in place with the BNSF and Amtrak for the operations (BNSF) and maintenance (Amtrak) of its Sounder commuter rail service.

INTRODUCTION

Sound Transit has prepared this updated Title VI Program in compliance with Title 49 CFR Section 21/9(b) and with the Federal Transit Administration (FTA) Circular 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients.”

This plan was prepared to ensure that the level and quality of Sound Transit’s services are provided in a nondiscriminatory, safe, reliable and equitable manner.

TITLE VI OF THE CIVIL RIGHTS ACT

Title VI of the Civil Rights Act of 1964 provides:

> *No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

The intent of Title VI is to remove barriers and conditions that prevent minority, low-income and persons with limited English proficiency (LEP) from equal access to public services and programs.

In operating a federally assisted program[1], a recipient cannot, on the basis of race, color or national origin, either directly or through contractual means:

- Deny program services, aids or benefits.
- Provide a different service, aid or benefit, or provide them in a manner different than they are provided to others.
- Segregate or separately treat individuals in any matter related to the receipt of any service, aid or benefit.

GENERAL REQUIREMENTS

This section addresses the General Requirements of FTA Circular 4702.1B. The following information addresses the reporting requirements as described under Chapter III of the Circular.

1. Title VI Notice to the Public

A Title VI Notice is included on the Sound Transit website.

- The Title VI Notice is included onboard all ST Express, Link light rail and Sounder vehicles. The notice is posted on site at Sound Transit's publicly accessible offices.
- Sound Transit has a Title VI brochure, which is at the reception desk at Sound Transit's Union Station headquarters.
- Title VI and nondiscrimination provisions are included in Sound Transit's contract provisions as appropriate.

The Title VI Notice is included in this program submittal as Appendix A.

2. Title VI Complaint Process and Complaint Form

The Title VI Complaint Process (Appendix B) and Title VI Complaint Form (Appendix C) are translated into Spanish, Chinese, Vietnamese, Tagalog, Korean and Russian. These documents are available to the public via:

- Sound Transit website
- By mail
- Sound Transit headquarters reception area

All Sound Transit Customer Service Representatives have received training to better assist passengers who wish to file a discrimination complaint.

3. Title VI Investigations, Complaints & Lawsuits

A list of transit-related Title VI complaints and investigations is included in this program submittal as Appendix D.

No Title VI lawsuits were filed during this triennial period.

[1] The Civil Rights Restoration Act of 1987 amended each of the affected statutes by adding a section defining the word "program" to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal financial assistance.

4. Public Participation Plan

In December 2011, Sound Transit adopted Resolution R2011-15 Inclusive Public Participation Policy to assure meaningful access to public involvement and community outreach programs for minority, low-income and LEP populations. The policy formally incorporated practices and strategies that have been in use and continued development since Sound Transit's initial program to build the regional transit system. The agency's Public Participation Plan (Appendix E) provides an overview of those practices and strategies for inclusive public participation.

Key features of the Inclusive Public Participation Policy are to ensure that Sound Transit's public involvement and community outreach programs are designed to meet the following goals, pursuant to Title VI of the Civil Rights Act of 1964:

- Providing services without regard to race, color or national origin.
- Promoting the full and fair participation of affected populations in transit decision-making.
- Preventing denial, reduction or delay in benefits related to programs and activities that benefit minority or low-income populations.
- Facilitating meaningful access to programs and activities by LEP persons.

The policy applies to planning and service aspects of Sound Transit projects. It reaffirms Sound Transit's commitment that it will continue to include low-income, minority and limited English groups in its public involvement and community outreach programs, including service changes, fare changes and future service planning.

As set forth in the policy, Sound Transit will continue to design public involvement and community outreach programs to engage diverse populations by:

- Meeting environmental justice requirements and LEP needs.
- Making materials available in multiple formats, holding meetings in accessible facilities and providing meeting and project information to underserved populations.
- Providing the public with innovative opportunities and methods for accessing agency and project information.
- Engaging diverse populations early in the planning and development process.
- Making information available to minority, low-income and LEP populations.

The Public Participation Plan provides a summary of the steps to ensure minority, low-income and LEP populations receive access to outreach activities. The plan outlines agency level strategies and tools designed to support more equitable engagement, current engagement tactics, examples of public participation, an overview of best practices and action items for future measurement and evaluation.

Sound Transit's comprehensive Public Participation Plan provides guidance to ensure more culturally responsive and culturally relevant engagement of minority, low-income, and LEP populations. Sound Transit's Office of Civil Rights, Equity and Inclusion serves as a resource to help ensure these populations are included in engagement planning efforts.

Sound Transit uses geographic information systems (GIS) mapping software to create maps that identify affected low-income, minority, and LEP communities. In 2021, the Agency also created an Equity Dashboard; an interactive data tool that features charts,

tables and maps that help users visualize the demographics, travel behavior, and travel needs of people throughout the Sound Transit district. It allows for data to be filtered by demographic identifiers such as race/ethnicity, gender, income, English language proficiency, etc. and is used to inform equity analyses and engagement strategies. The analysis is shared with staff working with affected communities.

During this reporting period Sound Transit developed, coordinated and documented outreach and public involvement activities for multiple construction projects, rail expansions, transit-oriented development projects, service and fare changes and station access improvements. Also included are engagement summaries from Sound Transit's capital program realignment process in which Sound Transit launched extensive efforts to inform and engage the public in the realignment process the Sound Transit Board initiated in response to financial pressures resulting from the Covid-19 pandemic and our fare enforcement/fare compliance policy development process which began in 2019. The fare enforcement/fare compliance policy has garnered a significant amount of public interest and was the Agency's first time strategically applying a racial equity lens to inform its public engagement approach.

5. Language Assistance Plan / Four-Factor Analysis and Implementation Plan

Sound Transit has a Language Assistance Plan (Appendix F) in place to ensure that LEP persons have access to programs, services, and public participation opportunities. The following is a summary of the plan.

Sound Transit is committed to comply with Title VI and Executive Order 13166 to provide LEP populations with meaningful access to programs, services, and benefits. The following are key elements in Sound Transit's plan and actions for providing language assistance to LEP persons based on DOT LEP Guidance:

In accordance with FTA's policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program, is to identify LEP populations in the service area and their language characteristics through analysis of available data. In early 2022, Sound Transit updated its Four Factor Analysis that relied on the most recent data available including:

- Sound Transit GIS, 2019 US Census American Community Survey
- Public school data on ESL students - Transitional Bilingual Education Program and Dual Language Programs for the 2019-2020 school year
- Rider surveys including origin and destination surveys.
- Surveys of front-line employees and contractors
- Interpreter request data through the county court system or other county services
- Internal data reflecting call center requests for language interpretation.

<u>Four-Factor Analysis</u>
FTA requires that transit systems provide "meaningful access" for LEP populations. Meaningful access is based on four factors:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP individuals come into contact with Sound Transit's programs, activities and services.
3. The importance of Sound Transit's programs, activities and services to LEP persons.
4. The resources available to the recipient and costs.

In order to determine how to provide meaningful access, Sound Transit recently performed its Four-Factor Analysis. The analysis provides insight into the language groups in the Sound Transit District. Based on review of the four factors, the Language Assistance Plan was developed to help guide the work with LEP populations.

The six largest LEP language groups in the Sound Transit District are (in order): Spanish, Chinese (including Cantonese & Mandarin), Vietnamese, Russian (and other Slavic languages), Korean and Tagalog.

The percentage of the Sound Transit District LEP populations for the top six languages are as follows:

Spanish	30.04%
Chinese	13.65%
Other Asian and Pacific Island languages	10.31%
Vietnamese	9.42%
Russian, Polish, other Slavic languages	7.65%
Korean	6.64%
Tagalog	5.11%

Sound Transit determined the following:

- The six largest LEP language groups in the Sound Transit District are (in order): Spanish, Chinese (including Cantonese & Mandarin), Vietnamese, Russian (and other Slavic languages), Korean and Tagalog.
- While a wide array of LEP language groups is found throughout its service district, the largest group prevalent throughout the Sound Transit region is LEP Spanish speakers.
- Spanish speakers are the LEP group most commonly seeking language assistance services.
- While Spanish speakers and Chinese (Mandarin) are the two largest groups, Sound Transit is committed to address the needs of the variety of LEP groups throughout its region. For this reason, Sound Transit has a telephone interpreter service that can accommodate more than 100 languages. In addition, Sound Transit's website was redesigned in 2018 to include Google Translate, an integrated translation function that can automatically translate soundtransit.org content into 103 languages.
- Sound Transit's Community Outreach activities throughout each project's life cycle provide connections to community leaders and information regarding

the LEP groups within each project area to reach all potential riders.
- Sound Transit continues to expand its non-English communications program in response to the demographic changes experienced in the region.

Implementation Plan

Sound Transit efforts to retain successful programs and activities designed to meet the language needs of LEP populations and identify new areas of focus to further the agency's goal of providing LEP customers with meaningful access to Sound Transit programs and services.

Sound Transit balances its overall commitment to the various LEP groups in the region with improvements targeted to the most commonly spoken languages in the region.

Sound Transit will do the following:

- Begin to leverage the new tiered approach for identifying 'Vital Documents' which will help guide Sound Transit on when and where we need to provide translations.
- Develop and deepen relationships with organizations that serve LEP populations to ensure we are responsive to their unique needs.
- Be adept in responding to any LEP person.

Sound Transit uses many language-assistance measures including:

- **Telephone-based interpreters -** All Sound Transit staff and consultants have access to interpreters who speak up to 100 languages. Sound Transit information is provided by establishing a conference call between the non-English speaker, the interpreter and the customer service representative.

- **Staff training -** Community outreach staff and front-line staff including reception, customer service, station agents, and fare ambassadors are trained to respond to LEP individuals in person and using the telephone language line.

- **Community or project specific materials -** All Sound Transit staff and consultants have access to translation services. Key materials for residents should be translated or include a language block for languages relevant to that geographic area.

- **Sound Transit integrated website translation -** To improve access and utility of the website for LEP persons, the Sound Transit website, www.soundtransit.org, was redesigned in 2018 to include Google Translate, an integrated translation function that can automatically translate soundtransit.org content into 103 languages. In 2022 we also translated some of our basic how-to-ride information into the top six languages, which is linked in the sidebar cards in the right-hand column of soundtransit.org/how-to-ride.

- **In-person interpreters and customized translation services -** Sound Transit contracts with vendors that provide translation and interpretation services upon request. Sound Transit provides interpreters at public meetings on request. At meetings where the agency anticipates a large number of LEP community members, it will proactively

provide interpreters. As a part of its community engagement activities, Sound Transit is in contact with community representatives for whom a portion of their members are LEP persons and will provide interpreters based on their input.

- **Engage LEP populations directly to gain insight and understand needs-** Sound Transit surveys and meets with community organizations that serve LEP populations to assess, and where appropriate, implement expanded methods to serve LEP transit riders. Where possible, it employs methods to engage directly with LEP persons and obtain direct feedback.

- **Ticket vending machines** – ORCA, the region's fare payment system will be updated as of May 2022. Once this upgrade is implemented, the new ticket vending machines will be available in the top six languages.

The Language Assistance Plan includes language assistance measures that Sound Transit has implemented as a result of the 2019 Four-Factor Analysis and includes measures that will be pursued as a result of the 2022 Four-Factor Analysis.

These measures include:

- **Worked to identify LEP language needs as new transit projects are being planned**
- **Developed guidance for the development of curriculum and the incorporation of LEP information into the Sound Transit employee environment** – To prepare staff ambassadors and other relevant staff to effectively engage and respond to LEP customers.
- **Updated the Sound Transit Editorial Style Guide, an instructional tool that outlines the look and content of materials produced by staff and contractors, to include the following:**
    - Information on how to access interpreters and translations
    - Guidance on using language blocks and the interpreter pictogram
    - Assistance on how to determine LEP persons in the project area. Providing this information early in the planning/outreach phase helps ensure equal access for all.
- **Utilization of the "I Speak" Language Assistance Card–** Sound Transit distributed this to operators of all modes. The cards are also available to other public facing staff including station agents, outreach staff, ambassadors and other staff that interact with the public.
- **Included language assistance information on print materials -** Sound Transit added the language line number, hours of operations, and six predominant languages on printed materials. The interpreter pictogram will be included in close proximity to the language line number.
- **Updated demographic survey questions to gather additional data –** This will provide a better understanding of the LEP populations served.
- **Development of the Language Access Toolkit** – Created by, and for, outreach and engagement staff. The LAT provides guidance and best practices around internal

processes and procedures specific to language access.

- **Development of term bank** – Created by engagement staff, the term bank provides consistent translation in Sound Transit's 6 core languages for 100 technical and commonly used terms. This provides consistency for vendors when translating these terms and provides clarity to all LEP populations accessing translated materials.
- **Developed and published an Equitable Engagement Tool for agency staff -** Provides guidance and best practices to ensure that engagement activities are planned through a lens of equity and accessibility which includes considerations for LEP populations.
- **Identification of "vital documents"** in accordance with Title VI and Executive Order 13166 and Sound Transit's Top Six languages. A plan for providing specific documents and resources is outlined in the Language Assistance Plan.

6. Minority Representation of Planning and Advisory Bodies

Sound Transit relies on the oversight and guidance from volunteers and works to ensure diverse representation on Sound Transit's Citizens' Accessibility Advisory Committee (CAAC), Community Oversight Panel (COP), and Diversity Oversight Committee (DOC) (Appendix G). A key consideration for all of these committees is representation spread across the three counties (King, Pierce and Snohomish) that comprise the Sound Transit District and the five subareas (Pierce, Snohomish, East King, North King and South King).

The recruitment processes for each of these committees are as follows:

Citizens' Accessibility Advisory Committee (CAAC)
The CAAC charter directs that the committee will have a maximum of 15 appointed members who must be riders with disabilities, seniors and professionals, volunteers or family members of people with disabilities or seniors. There are currently 10 voting members on the committee. The CAAC is currently recruiting new members with a priority focus on selecting people who represent diverse disability groups. If applicant numbers increase, racial diversity will be prioritized as secondary priority in the selection process. The committee is comprised of two appointed members from each of the five subareas and up to five at-large members. All members are appointed for two-year terms and can be invited to extend their term an additional term for up to two more years for a total of four years.

Community Oversight Panel (COP)
In April of 2021, Sound Transit's Board of Directors requested that staff recruit a more diverse group of applicants to the Community Oversight Panel (formerly the Citizen's Oversight Panel). Immediately, staff reviewed its list of external stakeholders to which recruitment information was provided. Conferring with government and community relations staff, the list of stakeholders was increased to include more community-based organizations serving people of color, and a second recruitment drive was initiated. The panel's application was also updated to include a question asking applicants to share how their participation on the panel would help the agency's commitment to civil rights, equity and inclusion, and to request demographic information so the Board of Directors can understand the demographic make-up of its applicant pool.

In step with that work, staff reviewed agency legislation identifying the panel's responsibilities, structure, and eligibility and identified several areas for improvement. After approximately a year's worth of work, which included soliciting feedback from Board Members and the existing panel members, staff presented a resolution for consideration by the Board updating the panel's responsibilities, changing terms to allow for more flexibility, and reducing some potentially exclusionary eligibility requirements including removing the need to be a registered voter and therefore a citizen, all in the interest of attracting a slate of more diverse candidates. The Board approved these changes in March 2022 including updating the panel's name to the Community Oversight Panel, reflecting the eligibility change.

The COP is represented by at least two members from each of the five subareas. The recruitment process seeks to follow Board direction to: (1) establish a process to incorporate input from Board members within the subarea where recruitment is taking place, and (2) provide a process that is inclusive and allows for a diverse COP. The Community Oversight Panel has also switched to evening meetings once a month to be more attractive to a broader group of participants.

Vacancies on the panel are advertised to a wide audience by posting on the Sound Transit website and via social media; sending a news release to media outlets, including community groups serving diverse populations, and blogs and forums; and sending a flyer to jurisdictions, agencies, colleges and libraries within the subarea. The web posting, news release and flyer include a statement that persons of color and women are encouraged to apply. Sound Transit staff will also inform all Sound Transit Board members and the Sound Transit Diversity Oversight Committee members of the vacancy.

Diversity Oversight Committee (DOC)

The DOC is composed of members from throughout the Sound Transit District, and includes representatives from small business, trade and craft organizations, communities and community organizations in impacted neighborhoods, and other such interested parties as deemed appropriate by the CEO. Committee members are independent of Sound Transit, meaning they have no contracts with Sound Transit and no plan to compete for bid on Sound Transit contracts or subcontracts. The committee reflects the cultural and ethnic diversity of the communities in the Sound Transit District. Recruitment is especially made to the small and minority business, labor and community organizations that engage with Sound Transit's Office of Civil Rights, Equity & Inclusion and Office of Labor Compliance on issues regarding employment and contracting on a Sound Transit project.

7. Subrecipient Assistance and Monitoring

Sound Transit does not have subrecipients.

8. Review of Facilities to be Constructed

Operations and Maintenance Facility South

A new Operations and Maintenance Facility (OMF) is needed in the South Sound to receive, store, and service a larger train fleet to support future light rail extensions to Tacoma, West Seattle and throughout the region. To build this new facility, Sound Transit needs approximately 60-70 acres near an operating light rail line. On December 16, 2021, the Sound Transit Board identified the South 336th Street site as the preferred alternative for the location of the OMF South based on the findings in the Draft Environmental Impact Statement and comments submitted by tribes, agencies and the public during the Draft EIS public comment period. Sound Transit is in the middle of an environmental review process and will continue to study the South 336th Street preferred alternative, along with two other sites, in the Final EIS. After Sound Transit issues the Final EIS in late 2022, the Board will select the project to be built.

The full OMF South Title VI Facility Equity Analysis can be found in Appendix H.

Maintenance of Way Facility

A memo was prepared to evaluate the facility location for a near-term Maintenance of Way (MOW) facility in the North Corridor of Sound Transit's Service District in the context of Title VI of the Civil Rights Act. The near-term facility would be a temporary leased facility for a period of up to five years. The lease allows for an option to purchase the property if it is later determined that the site would be suitable for a permanent facility. The purpose of the memo is to determine whether the near-term facility location would result in a disparate impact on populations based on race, color, or national origin.

The full memo with project description, site selection process and results of the equity analysis can be found in Appendix I.

REQUIREMENTS FOR TRANSIT PROVIDERS

9. Service Monitoring - System Wide Service Standards and Service Policies for Each Mode

Sound Transit is required by FTA to measure the quality of service delivered to communities and to demonstrate that resources are distributed in a way that does not discriminate on the basis of race, color or national origin. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964. While not originally required by Title VI of the Civil Rights Act of 1964, protections were extended to low-income communities under Executive Order 12898—*Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations*[2], which is why this report includes an assessment of disproportionate burden on low-income populations as well as a disparate impact assessment for minority populations.

[2] Summary of Executive Order 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations | US EPA. (2013, February 22). Retrieved June 21, 2022, from US EPA website: https://www.epa.gov/laws-regulations/summary-executive-order-12898-federal-actions-address-environmental-justice

The Title VI Service Monitoring Report documents Sound Transit's compliance with FTA Circular 4702.1B by reporting results of performance monitoring and distribution of amenities across all modes of service (ST Express, Link light rail, Tacoma Link, and Sounder commuter rail)[3]. The purpose of the Title VI service monitoring requirement is to ensure that prior decisions related to the distribution of fixed route transit service and facilities have not resulted in a disparate impact or disproportion burden on protected populations. The report provides an overview of Title VI requirements as well as context for Title VI in Sound Transit's service area, details the methodology for analysis of demography, corridor descriptions, standards, and policy, and offers proposed next steps for Sound Transit to take.

This analysis includes all regular fixed routes and uses data from winter 2020 to winter 2021, which is the most recent and representative data of transit demand and typical service levels. It is important to note that while long-term ridership impacts of COVID-19 pandemic are still unknown, the short-term effects have been significant. Sound Transit modified service levels and schedules in response to the pandemic. Sound Transit monitors the service standards and service policies shown in the following table to evaluate results for minority or low-income populations compared to non-minority and non-low-income populations. The Service Monitoring Report distinguishes routes where minority and low-income service area populations exceed the Sound Transit district average. These route classifications are then evaluated by metrics included in the Board adopted Sound Transit Service Standards and Performance Measures. Where service metrics on routes serving minority or low-income populations perform lower than non-minority or non-low-income routes, strategies are identified for improving performance.

Service Standards Monitoring	Service Policy Monitoring
• Passenger Load (Crowding)	• Escalator and Elevator Conveyance
• On-Time Performance	• Bike Rack Distribution
• Customer Complaints	• Bike Cage/Lockers Distribution
• Trips Operated as Scheduled	• Shelter Distribution
• Span of Service	• Seating/Bench Distribution
• Frequency	• Vehicle Assignment
• Service Availability	

Based on analysis of a variety of data sources, it was determined that ST Express routes or stops/stations serving minority and low-income populations had the greatest number of disparate impacts or disproportionate burdens and instances where routes were not meeting service standards. This is a result of impacts from the pandemic, operator shortages, and the structure of

[3] Title VI Requirements and Guidelines for Federal Transit Administration Recipients | FTA. (2012). Retrieved June 21, 2022, from Dot.gov website: https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit

the Sound Transit system. Sound Transit contracts with three local transit agencies to operate ST Express service: Community Transit in Snohomish County, King Country Metro in King County and Pierce Transit in Pierce County. In effect, the ST Express routes operated by each local transit agency operate as a separate system, similar to the way a single agency may operate service out of multiple maintenance bases.

Many of the findings in this 2022 Title VI Service Monitoring Report are consistent with the findings identified in the 2019 Title VI Service Monitoring Report. Sound Transit's adopted 2022 Service Plan prioritized equity by restoring service and addressing findings from the 2019 Title VI Service Monitoring Report. However, beginning in Fall 2021, transit operator shortages led to emergency service reductions on ST Express. Consistent with national workforce trends, the operator shortages are long-term and by spring 2022 resulted in scheduled service reductions of approximately 10% system-wide, with higher levels of reduction on routes serving the South Sound region. While formalizing trip cancelations gave riders better schedule predictability, as schedules reflected the trips that actually could be operated, the reductions impacted many of the routes with planned service improvements. As a result of operator shortages, all adopted service improvements to ST Express in the 2022 Service Plan were deferred until operator availability improves.

The full report, including plans for mitigation of findings is included in Appendix J. The Board approved the results of the service monitoring program via Motion No. 2022-66 on August 25, 2022.

REQUIREMENTS FOR TRANSIT PROVIDERS (50+ Fixed Route / Peak Service in UZA of 200,000 +)

10. Demographic and Service Profile Maps and Charts

Demographic and Service Profile Maps and Charts are included in this program submittal in Appendix K.

11. Demographic Ridership and Travel Patterns

Sound Transit has appointed a research project manager to oversee the agency's New Starts Origin and Destination "before" and "after" survey efforts. Additionally, the manager maintains a calendar with upcoming surveys, staff contacts and survey details outlined. The calendar was developed as a tool to help staff coordinate the agency's survey and outreach efforts as much as possible so that efforts are not at cross purposes and riders do not experience survey fatigue. There is also work being performed to house agency data in a more standardized and centralized manner.

Sound Transit collects demographic ridership and travel pattern data using an on-board Origin-Destination survey for each mode. These are done no fewer than every five years or when required by a federally funded project such as a New Start. The agency has conducted surveys in 2011-2012, 2015-2016 and 2018-2019 on modes of service.

In 2018 and 2019, Sound Transit conducted its last Origin-Destination survey of transit riders, the purpose of which was twofold:

- To provide data in support of the “before and after” study, which investigated the impacts of University Link (a major light rail transit extension that opened for service in early 2016).
- To collect information about rider characteristics on each mode for use in ridership modeling, equity analyses, and other research and reporting purposes.

The survey instruments collect data on origin and destination of the riders and their demographics. The data used for Title VI and Environmental Justice include demographic information on ethnic identification, language(s) spoken at home and annual household income.

The agency translated surveys and offered them in printed form in the languages identified in the Four Factor Analysis, including Russian, Vietnamese, Tagalog, Spanish, Korean and Chinese. When interviewers encountered passengers with a language barrier, they presented a “language handout” that noted the interviewer could provide a paper copy of the survey in one of the additional languages. The translated survey also included instructions for returning it by mail.

These surveys provide insight into rider demographics and trip details for use in analyses—including origin and destination and access and egress to stations/service, transfers, pay methods, etc. The next survey will be conducted in 2023 in preparation for the opening of the Lynnwood Link Extension and Federal Way Link Extension.

In summary, the agency is using data to understand ridership patterns and to help with future planning of the system build-out.

Sound Transit prepares frequent reports to provide demographic ridership and travel patterns by mode. Some highlights include:

- In 2019, Sound Transit saw a leveling of growth in ridership it had previously experienced across its modes. Link and Tacoma link saw growth of 1% and 4%, respectively, while Sounder remained flat and ST Express saw a drop of about 4% in its ridership.
- Sound Transit experienced ridership losses similar to those of every other transit agency as a result of the COVID pandemic. In fact, transit agencies in the Puget Sound region may have seen more precipitous losses than many other agencies as a result of the region’s strict lockdown rules, coupled with the region’s high-tech employers offering more lenient work-from-home policies. The various modes saw declines from 53% on Tacoma Link, to 64% on ST Express, 68% on Link and 73% on Sounder.
- Not surprisingly, but worth noting, with the exception of the impact of Link’s Northgate extension, the return of ridership has had an inverse relationship with the spread and containment of COVID and its variants. The widespread rollout of the COVID vaccine in April 2021 corresponded with increases in ridership, while the onset of the Delta variant led to ridership reductions. Ridership rose again as we emerged from the Delta variant and as we opened the Northgate extension which led to ridership increases through the end of 2021.

The full report can be found in Appendix L.

12. Update to the Disparate Impact and Disproportionate Burden Policy and Major Service and Fare Change Policy.

In 2013, Sound Transit established policies for conducting equity analyses of Major Service Changes and Fare Changes impacting minority or low-income populations (R2013-18 and R2013-19).

Sound Transit Board of Directors Resolution R2013-18 established policies for conducting equity analyses of Major Service Changes impacting minority and low-income populations. A service change is defined as major if:

- Vehicle hours or a route change by 25% or more, or
- A stop or station location is eliminated or moves by more than half a mile.

Sound Transit Board of Directors Resolution R2013-19 established policies for conducting equity analyses of fare changes affecting minority and low-income populations. This policy establishes that Sound Transit will:

- Conduct a fare equity analysis during the planning phase of a potential fare change.

The former policy defined impacts as follows:

- A disparate impact occurs when the minority percentage of the population adversely affected by a service or fare change is greater than the average minority percentage of the population of Sound Transit's service area.
- A disproportionate burden occurs when the minority percentage of the population adversely affected by a service or fare change is greater than the average minority percentage of the population of Sound Transit's service area.

In 2022, Sound Transit drafted a new policy R2022-19, that would consolidate, update, and replace R2013-18 and R2013-19. The new policy will better reflect our growing region and network of transit services. Future system expansion will bring significant changes as we open new Link and Stride stations and adjust existing bus service to better connect communities with new stations. The updated policy will better prepare the agency for evaluating potential changes in the next few years.

After researching how other transit agencies across the nation approach their policies to identify best practices, we updated our approach to how we determine significant changes to service, the way we define potential equity impacts, and added a new level of analysis to better evaluate system-wide impacts of multiple service changes together.

The policy changes are as follows.

- **Updated definition of low-income.**

Aligns with the poverty guidelines set by the Department of Health and Human Services utilized by the regional transit fare program to determine low-income reduced fare eligibility.

- **Determine if potential service change is "major".**
  The former policy measured "platform service hours," which included time that buses and trains were traveling to/from maintenance bases in addition to time carrying riders. The new policy uses "revenue service hours" or the time that buses and trains carry riders. This update allows us to better measure changes in the amount of service actually delivered to riders. Second, we reduced the distance we can move a bus stop from half a mile to a quarter mile before causing a major service change. This update helps highlight changes to rider experience and access when evaluating potential stop location changes.

- **Establish a threshold of 5% for individual changes.**
  In the former policy any numerical difference from system average, in practice 0% absolute difference, identifies a Title VI protected route. This new threshold establishes a more meaningful statistical comparison across our system, allowing us to better prioritize routes serving Title VI protected populations.

  When a proposed major service change to a single line or route creates a potential adverse effect, a disparate impact or disproportionate burden occurs when the percentage of the adversely affected minority or low-income population in the service area of the line or route exceeds the percentage of the minority or low-income population within the Sound Transit district by at least five percentage points (e.g. 15 percent of the population adversely affected is low-income compared to a district low-income population of 10 percent).

- **Establish a systemwide analysis step with a threshold of 20%**
  The former policy does not have this step. We believe this new analysis step will better measure how over time, individual changes create a cumulative effect on the communities we serve. The new analysis evaluates changes over the past two years together with potential changes in the next year. As part of this new step, we would measure two groups of changes, the impacts of service reductions AND the benefits of service improvement.

  - When evaluating service reductions, a 20% more impact to Title VI protected populations identifies a potential equity impact.
  - And when evaluating service improvements, a 20% less benefit to Title VI protected populations identifies a potential equity impact.

- **Establishes a 20% threshold of all fare changes**

  When considering a fare increase, if the agency's analysis indicates that the average percentage fare increase experienced by minority or low-income riders is 20 percent or greater than the average percentage fare increase experienced by non-minority or non-low-income riders, the change creates a disparate impact or disproportionate burden.

When considering a fare decrease, if the agency's analysis indicates the average percentage fare decrease experienced by non-minority or non-low-income riders is 20 percent or greater than the average percentage fare decrease experienced by minority or low-income riders, the change creates a disparate impact or disproportionate burden.

When considering a change in payment type or a change in fare media, if the agency's analysis indicates that the impact on minority or low-income riders is 20 percent or greater than the impact on non-minority or non-low-income riders, the change creates a disparate impact or disproportionate burden. To the extent the change to fare media will have any impact on the cost to ride transit, the incremental costs associated with the change will be considered as part of a fare increase or decrease analysis.

- **Establishes a 5% threshold for siting of maintenance facilities.**

  A threshold and definition of "adverse effects" related to the siting of maintenance facilities was not included in the previous policy. The new policy identifies when adverse effects related to both direct costs, such as residential and business displacements, and indirect costs, such as construction impacts and public health risks, are greater than the benefits to the surrounding community associated with the proposed facility location.

  The agency will conduct an equity analysis to determine any disparate impact for maintenance facilities that require the acquisition of land. A disparate impact occurs when the percentage of the minority population adversely affected by a maintenance facility location exceeds the percentage of the minority population of the Sound Transit district by at least five percent.

13. Public Engagement Process for Setting the Disparate Impact and Disproportionate Burden Policy and Major Service and Fare Change Policy

In July of 2022, the Sound Transit board adopted R2022-19, a new Disparate Impact and Disproportionate Burden Policy which includes the Major Service Change Policy.

Prior to adoption, public engagement was conducted with community stakeholder groups including the Transportation Access Coalition and Citizens' Accessibility Advisory Committee. The general public was invited to provide comment on the draft policy via a dedicated policy page on the Sound Transit website. The website utilizes integrated translation services to translate content into 103 languages. The policy page and embedded survey was open for public comment for a period of two weeks. The survey was made available in the top six Title VI languages. A link to the website was shared on Sound Transit's social media platforms as well, in addition to a press release.

Responses to the draft policy were minimal with the majority of the relevant feedback focused on simplifying the policy language.

A copy of the Disparate Impact and Disproportionate Burden policy and documentation of associated board action adopting Resolution R2022-19 is included in Appendix M.

14. Service and Fare Equity Analyses

The Service and Fare Equity analyses summarized below were conducted prior to the adoption of the new Disparate Impact and Disproportionate Burden Policy (R2022-19). Therefore, the analyses that follow were completed in accordance with policies; R2013-18 and R2013-19.

Service Equity Analyses

As part of the annual Service Implementation Plan, Sound Transit conducts a service equity analysis to ensure changes in transit service are consistent with Title VI policies defined by the Federal Transit Administration and policies defined by the Sound Transit Board of Directors.

A Title VI analysis took or will take place on service changes between FFY2019-FFY2022. Documentation for each analysis showing that it was reviewed and approved by the Sound Transit Board is attached to each equity analysis document.

FFY 2022---
Of the eleven service changes analyzed, five are major service changes. Of the major service changes four are considered to be major service changes that affect areas with a higher-than-average minority or low-income population. One major service change did not affect areas with a higher-than-average minority or low-income population.

The following proposed changes affect service areas with a higher-than-average minority or low-income population:

Route 592 Stop Addition at Tacoma Dome

- **Based on rider feedback and the results of the equity analysis, this service change is not being implemented at this time.**
- Add new stop at Tacoma Dome for Sound Transit Route 592 between Dupont and Seattle, as well as new route alignment on SODO Busway in Seattle
- The Route 592 service area has a higher minority population when compared to Sound Transit District averages, as well as a higher low-income population when compared to Sound Transit District averages. This means there is both disparate impact and disproportionate burden.
- Passengers will benefit from improved connections to regional destinations via a new connection to Tacoma Dome station. Service reliability will also likely improve with the new SODO Busway alignment.
- Added stops will likely increase travel time on this route by approximately five to six minutes.

Route 590 Service Increase

- Increase of service on Sound Transit Route 590 to every fifteen minutes or better.
- Because this service change adds platform hours without taking away service from existing ST routes and improves service frequency for passengers, we have

determined there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

- Proposed frequencies include six to eight minutes during early morning, AM peak periods, and PM peak periods, every fifteen minutes during midday and weekend days, every thirty minutes during evenings, and every sixty minutes during weekend evenings.
- This change is necessary to improve service parity in the ST Express system and install a level of service in South King/Pierce Counties that rivals other key ST Express corridors such as the I-405 North Corridor and the I-5 North Corridor.
- NOTE: The implementation of this service change is delayed due to bus operator shortages.

Sounder South Service Restorations

- Sound Transit will restore service to operate up to 13 round trips by September 2022.
- Because this service change adds platform hours, improves regional access, and restores Sounder S service to pre-pandemic levels without taking away service from existing ST routes, there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.
- Transit service will be restored on Train 1507 (2:35 p.m. from Seattle to Tacoma) and its corresponding reverse train (1520, 4:06 p.m. from Tacoma to Seattle).
- This change is necessary to improve regional access for passengers and bring back level of service to pre-COVID-19 levels.

The following proposed changes affect service areas that do not have a higher-than-average minority or low-income population:

Route 535 Service Increase

- Increase of service on Sound Transit Route 535 between Lynnwood and Bellevue. Midday and weekend service will be increased to every thirty minutes and Sunday service will be introduced.
- The Route 532/535 service area has a lower minority population when compared to Sound Transit District averages, meaning there is no disparate impact. The service area also has a lower low-income population when compared to Sound Transit District averages, meaning there is no disproportionate burden.
- This change is necessary to create an all-day and all-week network for passenger convenience. Sound Transit is focused on key regional routes, like Route 535-Lynnwood-Bellevue, and proposed an increase in midday and weekend service.
- NOTE: The implementation of this service change is delayed due to bus operator shortages.

FFY 2021---
Of the thirty-two service changes analyzed, nineteen were considered major service changes. Thirteen were considered minor service changes that would affect areas with a higher-than-average minority or low-income population. The nineteen major service changes were consolidated into six sections, which will be described below. *NOTE: Some service changes evaluated, were implemented in 2020 as emergency changes due to the immediate impacts of the COVID-19 pandemic. The analysis for those changes is included in the FFY 2020 section to reflect the first date of implementation.*

The following proposed changes affect service areas that have a higher-than-average minority or low-income population:

Northgate Link Extension Opens

- Three new Link stations added at the north end 1 Line: U-District, Roosevelt, and Northgate.
- The Northgate Link service area has a higher minority population when compared to Sound Transit District averages, as well as a higher low-income population when compared to Sound Transit District averages. This means that any change to Link service has the potential for a disparate impact or disproportionate burden; however, there are no adverse effects with the extension of Link to Northgate, Roosevelt and U District stations, as this is a service addition.
- Link will be extended 4.3 miles from University of Washington Station to Northgate Station. The travel time between the two stations will be seven minutes, with two intermittent stops at U-District and Roosevelt. At Roosevelt and Northgate, connections can be made to ST Express buses.
- Service will run every eight minutes during AM and PM peaks, as well as ten to fifteen minutes during midday and weekend time periods. Late Evening service will only operate every fifteen minutes under the current proposal. Should financial conditions improve, providing ten-minute evening service will be a priority.

Route 586 Stop Addition

- Add new stop at Federal Way Transit Center for Sound Transit Route 586
- The service area of Route 586 has a higher minority population when compared to Sound Transit District averages, as well as a higher low-income population when compared to Sound Transit District averages. This means there is both disparate impact and disproportionate burden.
- Bus frequencies will remain every thirty minutes in the peak direction.
- Route 586 will have longer travel times between Tacoma and U-District due to the stop at Federal Way Transit Center.
- Originally, we had proposed discontinuing Route 586. Due to a strong response for customers uncomfortable with the transfer, our new proposal is to retain September 2020 service levels on Route 586 while introducing a new stop at Federal Way

Transit Center in order to accommodate passengers who previously rode the now-suspended Route 197.
- This change is necessary to improve productivity of the corridor and to relieve ridership demand on Route 577 during peak periods.

Route 595 Stop Addition

- **Based on rider feedback and the results of the equity analysis, this service change is not being implemented at this time.**
- Add new stop at Tacoma Dome Station for Sound Transit Route 586.
- The service area of Route 595 has a lower minority population when compared to Sound Transit District averages, meaning there is no disparate impact. The service area does have a higher low-income population when compared to Sound Transit District averages, meaning there is disproportionate burden.
- Bus frequencies will remain every sixty minutes in the peak direction.
- Route 595 passengers will experience fuller trips and slightly longer trip times with the additional stop.
- This change is necessary since Route 595 has had historically and current low ridership. Adding a stop at Tacoma Dome Station will allow for additional capacity on the Seattle-Tacoma corridor while conserving resources. Currently Pierce Transit 102, which operates between Gig Harbor and Tacoma, is suspended. Adding a stop at Tacoma Dome Station will provide a replacement for this suspended route.

North King County-Seattle Route Realignment (Routes 510, 511, 512, 513)

- Truncation of Sound Transit Routes 511, 512, and 513 at Northgate Station, discontinuing service between Northgate and Downtown Seattle. Stop added on Sound Transit Route 510 at Montlake Terrace Freeway Station. Stop added on Route 513 at Lynnwood Transit Center and Ash Way Park and Ride. Stop removed on Route 512 at NE 145th Street.
- The service area of routes 510, 512, and 513 has a lower minority population when compared to the Sound Transit District averages, meaning there is no disparate impact. On the other hand, there is a higher-than-average low-income population when compared to Sound Transit District averages, resulting in a disproportionate burden. The service area of Route 511 has both a lower minority population and a lower low-income population when compared to district averages. Therefore, there is neither disparate impact nor disproportionate burden.
- Customers traveling on Routes 511, 512, and 513 must transfer to Link Light Rail at Northgate to continue to Downtown Seattle. Rush hour only buses from Northgate (Route 511 and 513) will run at fifteen-minute intervals during weekday rush hours, while Route 510 service will run every ten to twenty minutes during rush hours in the peak direction. Route 512 service will run every fifteen minutes during weekday peak

periods, early morning, midday, and Saturdays, while operating every thirty minutes during late evenings and Sundays.
- The increase in stops for Routes 510 and 513, as well as the required transfer between ST Express Buses (excluding the 510) and Link at Northgate will lead to increased travel times on ST Express routes.
- As mitigation, Link service will provide fast and efficient service between Northgate and Downtown Seattle, with stops at destinations not previously served by ST Express buses, such as the University of Washington and Capitol Hill.
- These changes are necessary to provide consistent service levels from Snohomish County by leveraging the new Link extension at Northgate and conserving resources.

The following proposed changes affect service areas that do not have a higher-than-average minority or low-income population:

Route 522 Service Truncation

- Truncation of Sound Transit Route 522 to Roosevelt Station, discontinuing service between Roosevelt and Downtown Seattle.
- The service area of Route 522 has both a minority population and low-income population lower than district averages. Therefore, there is neither disparate impact nor disproportionate burden.
- Customers traveling to Downtown Seattle from communities along SR 522 (i.e. Woodinville, Bothell, Kenmore, Lake Forest Park) must transfer to Link Light Rail at Roosevelt to continue to Downtown Seattle. Midday, evening, and weekend service levels have been improved, now operating every 15 minutes.
- Due to the necessary transfer, travel times may increase between two and ten minutes. The transfer will require someone to walk between one and two blocks. Rush hour frequency will also be reduced in order to provide higher midday, evening, and weekend frequency. King County Metro will continue to provide parallel service on the corridor, supplementing Route 522 during rush hour.
- As mitigation, Link service will provide fast and efficient service between Roosevelt and Downtown Seattle, with stops at destinations not previously served by ST Express buses, such as U-District and Northgate.
- This change is necessary since it conserves resources by leveraging the new Northgate Link extension while providing consistent service levels. Furthermore, King County Metro Routes 322 and 361 will also connect with Link at Northgate and Roosevelt stations, improving capacity on SR 522 while also providing access to destinations near Downtown Seattle.

Route 556 Restoration

- Restore Sound Transit Route 556 between North Seattle and Issaquah. Route will operate from U-District Link Station to Issaquah Highlands Park and Ride.

- The service area of Route 556 has both a minority population and a low-income population lower than district averages. Therefore, there is neither disparate impact nor disproportionate burden.
- Service will run every thirty minutes in the peak direction (to Seattle AM, to Issaquah PM). Riders will need to transfer to Link Light Rail to access Northgate, where Route 556 terminated pre-pandemic.
- This service change is necessary since ending at U District Station will provide consistent service levels to and from Bellevue and Issaquah in September 2021, while still leveraging the new Link extension and conserving resources.

FFY 2020---
Of the ten service changes analyzed, five are considered major changes that affect areas with a higher-than-average minority or low-income population. Three of those major changes will be discussed together. The other five service changes are considered minor service changes that affect areas with a higher-than-average minority or low-income population. Furthermore, there were seventeen major service changes implemented as emergency changes due to the impacts of the Covid-19 pandemic that were not analyzed during the planning process in the 2021 Service Plan. These changes were broken into eight sections. All major changes are described below:

The following proposed changes affect service areas that have a higher-than-average minority or low-income population:

North Eastside Mobility Plan

- The new North Eastside Mobility Plan consolidates Routes 540 and 541 into a new route: Route 544.
- The Route 544 service area has a lower minority population when compared to the Sound Transit District averages, meaning there is no disparate impact. On the other hand, there is a higher-than-average low-income population when compared to Sound Transit District averages, resulting in a disproportionate burden.
- Customers served by Overlake Transit Center and Overlake Park and Ride will no longer have a one-seat ride to the U-District. To access the U-District, riders must transfer to ST 542 or KCM 255 at the SR-520/NE 40th St freeway stop, Yarrow Point freeway station, or Evergreen Point freeway station. Riders traveling to/from Kirkland Transit Center and South Kirkland P&R can use King County Metro 255 but must transfer at Montlake Triangle to access U-District.
- This routing adjustment will impact approximately 250 Route 540 riders and 350 Route 541 riders.
- As mitigation, Sound Transit is working with King County Metro to move the terminus of KCM Route 255 from Montlake Triangle to the U-District. In the meantime, Route 255 will provide 12-minute peak service to Montlake Triangle, which is a significant improvement over Route 540, a peak-only service. A westbound trip will also be added on Route 542 between Redmond TC and the U-District, to provide more capacity for riders of the former Route 541 during the PM peak period.

- This change is necessary as it will create for better non-stop connections between the underserved transit market of South Lake Union and the suburbs on the east side of King County.

Route 566 Stop Discontinuation

- Route 566 between Kent and Bellevue will no longer serve stops at Kennydale and Newport Hills.
- Route 566 service area has a higher minority population when compared to Sound Transit District averages. Therefore, there is a determination of a disparate impact. The impacted area's low-income population is lower than the district average, meaning there is no disproportionate burden.
- Route 560 will continue to serve these stops, as will King County Metro Routes 111, 167, and 342. The 1,341 Route 566 riders from other stops will benefit from faster travel times. Only 16 boardings a day occurred at the two stops for Route 566.
- In the off-peak direction, riders will need to wait up to 15 minutes for a Route 560 bus. Most customers will see no change or reliability improvements.
- This change is necessary due to the lack of Route 566 riders using these stations, as well as the reliability improvements brought upon by the stop discontinuations.

Sounder North Trip Reductions

- Sounder North will have its number of weekday trips reduced from eight to four.
- The Sounder North service area has a lower minority population when compared to Sound Transit District averages, meaning there is no disparate impact. The service area does have a higher low-income population when compared to Sound Transit District averages, meaning there is disproportionate burden.
- Customers in Everett may take Sound Transit Route 510 to access Downtown Seattle. Customers in Mukilteo may take Community Transit Route 417 to access Downtown Seattle. Customers in Edmonds may take Community Route 416 to access Downtown Seattle.
- Service will continue to only be provided in the peak direction, and trains will run every sixty minutes instead of every thirty (two southbound trains and two northbound trains).
- This change is necessary due to low ridership along the route, along with possible conservation of resources.

Sounder South Trip Reductions

- March 2020: Reduce number of weekday trips from twenty-six to fourteen.
- September 2020: Increase number of weekday trips from fourteen to eighteen, but further reduce number of weekday off-peak trips.

- The Sounder South service area has a lower minority population when compared to Sound Transit District averages, meaning there is no disparate impact. The service area does have a higher low-income population when compared to Sound Transit District averages, meaning there is disproportionate burden.
- Weekday off-peak trips will be reduced from three trips a day to one trip a day. Weekday peak service will operate every twenty to forty-five minutes.
- As mitigation, service on Sound Transit Route 578 will increase in the Southbound direction during PM hours to continue coverage during times Sounder South is not operating. Sound Transit Route 590 has also been restored to provide increased service in the Northbound direction during AM hours.
- This change is necessary to accommodate shifting demand during the COVID-19 pandemic.

North King County-Seattle Trip Reductions

- Reduce the number of daily weekday trips on Sound Transit Route 510 from forty-two trips to thirty trips. Reduce the number of daily weekday trips on Sound Transit Route 511 from thirty-eight trips to twenty-eight trips. Reduce the number of daily weekday trips on Sound Transit Route 513 from twenty daily trips to twelve daily trips. Restore the number of daily weekday trips on Sound Transit Route 512 to its original number of 107 daily trips.
- The service area of routes 510, 512 and 513 has a lower minority population when compared to the Sound Transit District averages, meaning there is no disparate impact. On the other hand, there is a higher-than-average low-income population when compared to Sound Transit District averages, resulting in a disproportionate burden. The service area of Route 511 has both a low minority population and a lower low-income population when compared to district averages. Therefore, there is neither disparate impact nor disproportionate burden.
- AM rush hour frequencies on Route 510 will decrease from ten minutes to ten to thirty minutes. AM rush hour frequencies on Route 511 will decrease from fifteen minutes to between twenty and thirty minutes. Early AM frequencies on Route 513 will decrease from thirty minutes to sixty minutes. AM rush hour frequencies will decrease from fifteen minutes to thirty minutes, and PM rush hour frequencies will decrease from between twenty and thirty minutes to sixty minutes.
- These reductions are necessary since it will allow Sound Transit to allocate more resources on Route 512, which provides all day service to the North Interstate 5 corridor.

Seattle-Redmond Route Reductions/Suspensions (Routes 541, 542, 544)

- Service is suspended on Sound Transit Routes 541 and 544 between Seattle and Overlake. Service is reduced from ninety to eighty-one trips on Route 542 between U-District and Redmond Transit Center.
- The Seattle and Redmond service areas have a higher minority population when compared to Sound Transit District averages, meaning there is disparate impact. The

service area does have a lower low-income population when compared to Sound Transit District averages, meaning there is no disproportionate burden.

- Route 542 customers will see a decrease in frequency during the AM and PM rush, as service has been reduced from fifteen to twenty minutes.
- Instead of Route 541, riders traveling from Overlake Park-and-Ride to the U District may connect with Route 542 by walking or taking KCM Rapid Ride B Line or Route 269 to the SR 520 at NE 40th St. freeway stop. This involves a new transfer and longer walk access times. Instead of Route 544, riders traveling from Overlake Park-and-Ride to South Lake Union may connect with Route 545 by walking or taking KCM Rapid Ride B Line or Route 269 to the SR 520 at NE 40th St. Freeway stop. This involves a new transfer and approximately a one-block walk.
- This change is necessary since the suspension of routes allows for Sound Transit to focus resources where they are most needed on the 520 corridor and avoid further service reductions on other routes.

Route 567 Service Suspension

- Service suspended on Sound Transit Route 567 between Kent and Overlake.
- The Route 567 service area has a higher minority population when compared to Sound Transit District averages, as well as a higher low-income population when compared to Sound Transit District averages. This means there is both disparate impact and disproportionate burden.
- Riders traveling between Kent and Bellevue/Overlake in peak hours will need to use Route 566, which will add up to 13 minutes of travel time in the evening rush hour.
- As mitigation, there will be greater frequency and coverage on Sound Transit Routes 560 and 566.
- This change is necessary since Route 567 primarily serves commuters, and ridership on this route is not expected to rebound in 2021 due to workers continuing to work remotely. Furthermore, Suspending Route 567 allows for greater frequency and coverage on Routes 560 and 566 than will otherwise be possible.

Pierce County-Seattle Service Reductions (Routes 586, 592, 595)

- Service is reduced on Sound Transit Route 586 from sixteen to fourteen trips. Service is reduced on Sound Transit Route 592 from thirty-one to twenty-four trips. Service is reduced on Sound Transit Route 595 from ten to six trips.
- The service area of Route 586 and Route 592 has a higher minority population when compared to Sound Transit District averages, as well as a higher low-income population when compared to Sound Transit District averages. This means there is both disparate impact and disproportionate burden. The service area of Route 595 has a lower minority population when compared to Sound Transit District averages, meaning there is no disparate impact. The service area does have a higher low-income population when compared to Sound Transit District averages, meaning there is disproportionate burden.

- Frequencies on Route 592 in the AM and PM peak hours will be reduced from fifteen to twenty minutes. Frequencies on Route 595 in the AM and PM peak hours will be reduced from thirty to sixty minutes.
- As mitigation, Route 590 and Route 594 will continue to have higher levels of service throughout the day, matching the demand on these routes.
- This change is necessary since Routes 590 and 594 have had higher ridership compared to other routes during the COVID-19 pandemic. As such, Routes 590 and 594 will continue to have higher levels of service.

The following proposed changes affect service areas that do not have a higher-than-average minority or low-income population:

Additional Auburn Weekend Service

- Sound Transit will convert weekend trips from Route 577 to Route 578.
- There are no adverse effects as a result of this service change. Therefore, there is no determination of disparate impact or disproportionate burden.
- Customers will experience a greater number of Route 578 trips, with the amount of weekend service between Federal Way and Auburn doubling, while the number of weekend trips between Auburn and Puyallup will remain the same. Weekend Route 577 routing in Seattle will be eliminated, including a stop at 4th Avenue and Pine Street.
- This change will increase the number of available trips between Auburn, Federal Way, and Seattle and will benefit a service area with high minority and low-income populations.
- This change was not implemented due to impacts of the COVID-19 pandemic.

Route 532/535 Trip Reductions

- Reduce weekday trips on Route 532 from forty-one to twenty trips. Eliminate AM service from Bellevue to Everett and PM service from Everett to Bellevue. Reduce weekday trips on Route 545 from sixty-five to forty-six trips.
- The Route 532/535 service area has a lower minority population when compared to Sound Transit District averages, meaning there is no disparate impact. The service area also has a lower low-income population when compared to Sound Transit District averages, meaning there is no disproportionate burden.
- Customers will experience higher wait times during weekday and weekend hours, with bus frequencies on Route 532 being lowered from every ten minutes to every twenty minutes during the AM and PM rush. Furthermore, Route 535 will have a service reduction from thirty minutes to sixty minutes during early AM and midday hours.
- Riders commuting from Bellevue to Everett will need to use Route 535 and transfer to Route 512 at Lynnwood Transit Center to complete their trip.

- This change is necessary to preserve coverage along the 405 north corridor while adjusting services due to lack of demand brought upon by the COVID-19 pandemic.

Northgate-Eastside Service Suspensions (Routes 555, 556)

- Service suspended on Sound Transit Route 555 between Northgate and Bellevue, as well as Sound Transit Route 556 between Northgate and Issaquah.
- The Route 532/535 service area has a lower minority population when compared to Sound Transit District averages, meaning there is no disparate impact. The service area also has a lower low-income population when compared to Sound Transit District averages, meaning there is no disproportionate burden.
- Riders can use King County Metro Route 41 and transfer to a Bellevue-bound 550 or an Issaquah-bound 554 in Downtown Seattle. Bellevue-bound riders can also use King County Metro routes 67 and 271 with a connection in the University District. The transfer will add travel time and require walking between stops.
- This change is necessary since Routes 555 and 556 primarily serve commuters, and ridership on these routes is not expected to rebound in 2021 due to workers continuing to work from home.

FFY 2019-

Three of the five proposed major service changes affect service areas with a higher-than-average minority or low-income population. This section briefly describes impacts and mitigation for each proposed change.

The following proposed changes affect service areas that do not have a higher-than-average minority or low-income population:

Route 550 (Bellevue – Seattle) Moves to Surface Streets

- Route 550 service area has both a low-income population and minority population that are slightly above their respective averages for the Sound Transit District, resulting in a disparate impact and disproportionate burden.
- Customers will experience longer travel times and decreased reliability through downtown Seattle because surface streets are subject to more congestion than the transit tunnel, which now serves light rail only. Boarding and alighting locations will change.
- This routing adjustment will impact all 9,000 Route 550 customers riding to or from downtown Seattle (87% of total route ridership) and may decrease travel time reliability.
- As mitigation, additional buses and operating hours will be added to the route. These resources are expected to absorb additional run time and maintain reliability without eliminating Route 550 trips. In addition, targeted outreach will be conducted along the route with three street team shifts at all tunnel stations, including at midday when more diverse populations are likely traveling. Handouts will also be available onboard buses with translation information and a nondiscrimination policy.

- This routing change is inevitable due to the rail-only conversion of the transit tunnel.

Route 513 (Everett – Seattle) begins at Seaway Transit Center in Everett

- Originally, the proposed change will have been a major service change that eliminated the stop on Evergreen Way with no nearby replacement. This change will have a disparate impact on minority populations served by Route 513. After public comment opposed to the stop removal, Sound Transit modified the proposal and a stop was added back to Casino Road and Evergreen Way, making this a minor service change. Sound Transit decided to mitigate the change by continuing to serve the Evergreen Way area.
- Customers currently boarding at Evergreen & 79th in Everett will need to board at Casino Road and Evergreen Way (0.3 miles away).
- This change will impact about 66 out of 636 daily riders (10%) who currently board at Evergreen & 79th.
- As mitigation, outreach teams will engage riders online, in person with street teams at the stop, and via signage and handouts at stations and onboard buses.
- This change is necessary to better integrate service with partner agencies and provide better transfer opportunities to customers at the new Seaway Transit Center.
- The original proposal would not have served any stop on Evergreen Way. The stop at Casino Rd & Evergreen Way was added in response to public feedback during the outreach process.

Route 580 (Lakewood – Puyallup) Eliminates Lower-performing Segments

- The Route 580 service area has both a low-income population and minority population that are above their respective averages for the Sound Transit District Route.
- Customers currently riding between Puyallup and Lakewood will need to ride Sounder or use Pierce Transit Route 4.
- This change will impact about 35 of 560 daily Route 580 customers (6%).
- As mitigation, outreach teams will engage riders online, in person with street teams in Lakewood, and via signage and handouts at stations and onboard buses to inform customers of alternative options.
- Resources saved will be invested into a new trip on Route 592 (Du Pont-Lakewood-Seattle) which serves Lakewood and the SR 512 park-and-ride and overlaps with some of the same service area where service was reduced.
- This change will allow inefficient service to be reallocated to higher-performing service to serve more riders where demand is greatest.

The following proposed changes affect service areas that do not have a higher-than-average minority or low-income population:

Route 555 (Northgate – Issaquah) Truncates at Bellevue Transit Center

- The Route 555 impacted service area does not have a minority, or low-income population that is greater than that of the Sound Transit district average. Therefore, this change does not result in a disparate impact or disproportionate burden. Given that some individual census tracts in the impacted service area do have

disproportionate LEP populations, outreach about this change will be sensitive to those language needs.

- Customers currently riding east of Bellevue TC will need to use Metro Route 271 or 241 to reach their destination.
- This change will impact about 175 of 740 daily customers (24%).
- Resources saved will enhance service and reliability on Route 554.
- Outreach will engage customers online, in person with street teams at affected stops, and via signage and handouts onboard buses.
- This change will allow inefficient service to be reallocated to higher-performing service to serve more riders where demand is greatest.

Montlake Freeway Station (Seattle) Closure

- Initially, Sound Transit only analyzed the service area of the Montlake Freeway Station and found no disparate impact or disproportionate burden. However, in order to more accurately capture the riders who transfer or alight at this stop and would therefore still be impacted, Sound Transit expanded the Title VI analysis. Two customer populations were analyzed for this service change. The Route 545 and 555 service area population was considered the impacted population. The Route 542 service area population was considered the benefited population, even though the geographic areas overlap significantly.
- The percentage of minority and low-income residents in each population was compared to the Sound Transit District overall to determine if a disproportionate benefit or impact existed.
- Both the impacted and benefited service areas have Title VI populations at or below the Sound Transit District average so there is no disparate impact or disproportionate burden.
- Customers currently riding between Montlake Freeway Station and Redmond will have reduced frequency but can use extended evening and weekend service on Route 542 through September 2019. Route 555 customers can use Metro Route 271.
- This change will impact about 350 of 10,300 daily customers (3%) on Routes 545 and 555.
- Outreach will engage customers online, in person with street teams at the stop, and via signage and handouts onboard buses.
- This change is inevitable due to the WSDOT construction closure of the freeway station.

Fare Equity Analyses

A Title VI analysis was conducted on the following fare changes that took place or are planned between FFY2020-FFY2022. Documentation for each analysis showing that it was reviewed and approved by the Sound Transit Board is attached to each equity analysis

document.

FFY 2020 - One fare change was analyzed, and a fare equity analysis was conducted.
FFY 2021 – One fare change was analyzed, and a fare equity analysis was conducted, however, it will not receive board approval until after the submission of the Title VI program. Therefore, it will be included in the 2025 Title VI program update.
FFY 2022 (through September) – One fare change was analyzed, and a fare equity analysis was conducted.

Reduction and Simplification of Reduced Fares on Sounder Commuter Rail

The Sound Transit Board adopted new fares for reduced fare riders on Sounder commuter rail in December 2020, and these fares were implemented in March 2021.

The purpose of this fare change was to make Sounder more accessible to Low-Income Adult, Youth and Senior riders and Riders with Disabilities, and to simplify fare payment for these customer groups. Sounder fares for these reduced fare customers were distance based as shown in the table below. Staff developed a proposal to simplify and reduce the fares for these riders and align them with the fares for these groups on other Sound Transit services – Link light rail and ST Express bus, as shown below.

Since this fare change was limited to a reduction in fares for low-income and other reduced fare riders, it was found to not result in a disparate impact or disproportionate burden.

The full analysis can be found in Appendix R.

Rider Category	**Previous Fares**	**Proposed Fares** (aligned with Link and ST Express)	**Fare Reduction**
RRFP (Seniors and Riders with Disabilities)	$1.50 -- $2.75	$1.00	($0.50) -- ($1.75)
Youth	$2.50 -- $4.25	$1.50	($1.00) -- ($2.75)
ORCA LIFT (low-income adult)	$2.50 -- $4.25	$1.50	($1.00) -- ($2.75)

Free Youth Fares

Sound Transit provides ST Express Bus service in Pierce, King and Snohomish Counties, Link Light Rail service in King County, and Sounder Commuter Rail service in King, Pierce and Snohomish Counties.

The Youth fare on all Sound Transit services is currently $1.50. The proposed fare change would provide $0 fare for youth riding these Sound Transit services with a valid Youth ORCA card. This will make Sound Transit service more accessible for youth throughout the region.

This fare change will not result in a disparate impact or disproportionate burden. The full report can be found in Appendix S.

15. Board Action demonstrating the Board has Reviewed and Approved the Title VI Update Submittal

Sound Transit's Board approved this 2022 Title VI Program submittal to the Federal Transit Administration at their meeting held on August 25, 2022. The Sound Transit Motion No. M2022-67, is included as Appendix T.

LIST OF APPENDICES

Appendix A	Sound Transit Notice of Rights
Appendix B	Title VI Complaint Process
Appendix C	Title VI Complaint Form
Appendix D	Title VI Complaints
Appendix E	Public Participation Plan Public Participation Resolution Racial Equity Toolkit Equitable Engagement Toolkit
Appendix F	Language Assistance Plan / Four-Factor Analysis “I Speak” Language Assistance Cards
Appendix G	Minority Representation of Sound Transit Planning and Advisory Bodies
Appendix H	Facility Equity Analysis – South Operations and Maintenance Facility
Appendix I	Memo: Title VI Facility Equity Analysis – North Maintenance of Way Facility
Appendix J	2022 Service Monitoring Report Final Board Action for Service Monitoring Report
Appendix K	Demographic and Service Profile Maps and Charts
Appendix L	Ridership Demographics and Travel Patterns
Appendix M	Resolution Setting Disparate Impact and Disproportionate Burden Policy
Appendix N	2020 Service Changes Board Resolution adopting 2020 Service Plan
Appendix O	2021 Service Changes Board Resolution adopting 2021 Service Plan
Appendix P	2022 Service Changes Board Resolution adopting 2022 Service Plan
Appendix Q	Northgate Link Extension Service & Fare Equity Analysis Board Approval of Northgate Service and Fare Equity Analysis
Appendix R	Sounder Commuter Rail Fare Equity Analysis
Appendix S	Youth Fare Equity Analysis Zero Youth Fare Resolution
Appendix T	Board Motion for Title VI Program Submittal

Appendix A
Sound Transit Notice of Rights

Title VI: Notice to the Public Non-discrimination Policy

Sound Transit operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been unlawfully discriminated against for these reasons may file a complaint with Sound Transit.

More information on Sound Transit's Title VI Policy and the procedures to file a complaint may be obtained by:

- calling 888-889-6368; TTY Relay 711;
- emailing stdiscriminationcomplaint@soundtransit.org;
- mailing to Sound Transit, Attn: Customer Service, 401 S. Jackson St. Seattle, Washington 98104-2826; or
- visiting our offices located at 401 S. Jackson St. Seattle, Washington 98104.

A complaint may be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call 888-446-4511.

Para obtener información sobre la política de no discriminación del Título VI en relación con la discriminación por motivos de
raza, color u origen nacional, comuníquese al 800-823-9230.

인종, 피부색 또는 출신 국가를 기반으로 한 차별에 관한 제6 조 차별방지 정책 정보에 대해서는
800-823-9230 로 연락하십시오.

За информацией о политике недопущения дискриминации, относящейся к дискриминации по признакам
расы, цвета кожи или национального происхождения в соответствии с Разделом VI, обращайтесь по телефону 800-823-9230.

Para sa Title VI Walang-diskriminasyon na impormasyon sa patakaran tungkol sa diskriminasyon batay sa
lahi, kulay, o pinagmulan, tawagan ang 800-823-9230.

關於第 VI 款有關基於種族、膚色或國籍進行歧視
的非歧視政策資訊， 請致電 800-823-9230。

Để biết thông tin trong chính sách chống phân biệt đối xử Tựa Đề VI về phân biệt đối xử dựa trên
chủng tộc, sắc tộc hay xuất xứ quốc gia, vui lòng liên lạc 800-823-9230.

Appendix B
Sound Transit Title VI Complaint Process

Any person who believes that they have been discriminated against on the basis of race, color, or national origin by Sound Transit may file a Title VI complaint. Sound Transit will investigate all complaints received within 180 days of the alleged incident. For complaints that are made more than 180 days after the alleged incident, Sound Transit will assess if an investigation is feasible.

Several methods are available to submit a formal complaint to the Agency.

Option #1: Complete and submit the ***signed*** Title VI Complaint Form linked here and found on our website soundtransit.org (scroll to the bottom and click on 'Civil Rights and Complaints').

Via MAIL	OR	Via EMAIL
Sound Transit Office of Civil Rights, Equity and Inclusion Union Station, 401 South Jackson St. Seattle, Washington 98104-2826		stdiscriminationcomplaint@soundtransit.org

Option #2: Call the Title VI Complaint Line at 206.689.3302 and leave a message with the following information.

- Name
- Date & time of the call
- Brief description of the incident (include date and approximate time of the incident)
- Your contact information and best time to reach you

Option #3: If language assistance is needed, call 1-800-823-9230. Our customer service agent will connect complainants with an interpreter. Together, the interpreter and customer service agent will connect the complainant with the Title VI office. This service is provided Monday-Friday from 7AM-7PM (excluding U.S. holidays).

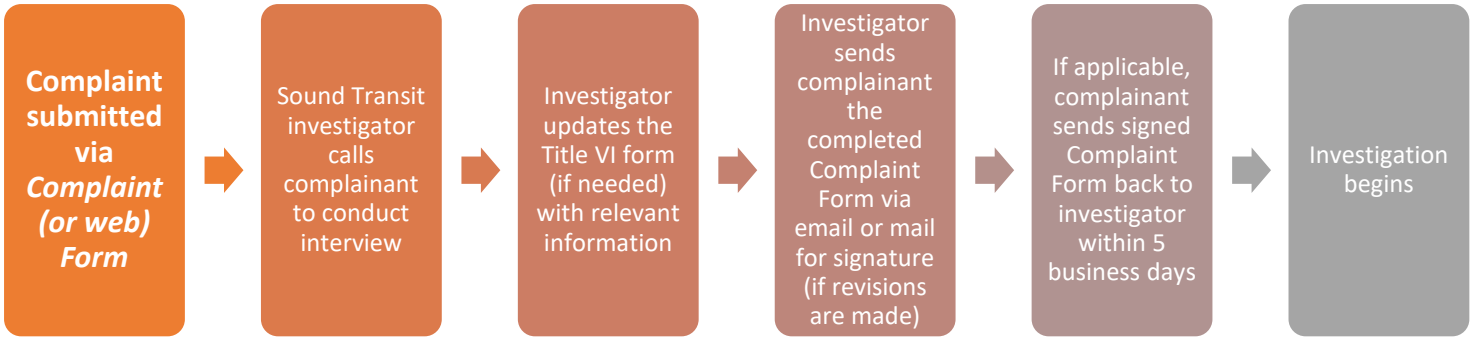
In addition to the options provided above, a person may file a complaint directly with the U.S. Department of Transportation by contacting the Department at:

U.S. Department of Transportation
Federal Transit Administration's Office of Civil Rights: Complaint Team,
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

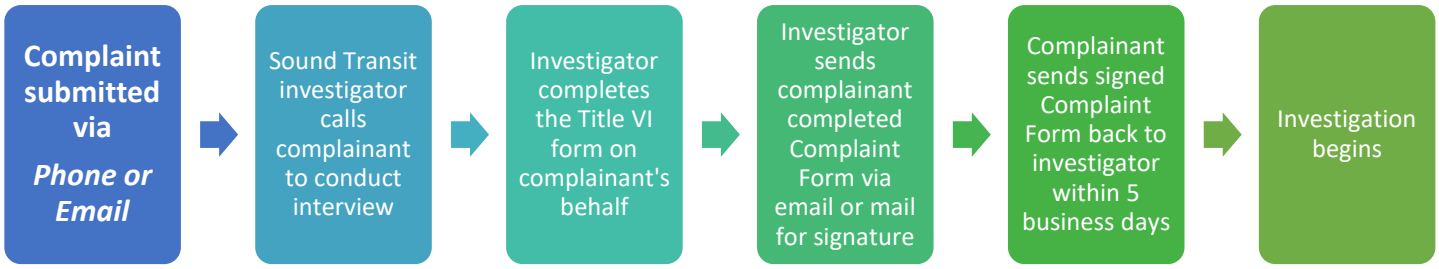
OR call 888-446-4511.

What happens after I file a complaint?
Once a complaint is received by Sound Transit, a Title VI investigator will attempt to make contact with the complainant or designee via phone within 3 business days. This will allow an opportunity for the complainant to relay any details of the incident that may be relevant to the investigation.

Process for filing a complaint via a Complaint Form


Complaint submitted via *Complaint (or web) Form*
Sound Transit investigator calls complainant to conduct interview
Investigator updates the Title VI form (if needed) with relevant information
Investigator sends complainant the completed Complaint Form via email or mail for signature (if revisions are made)
If applicable, complainant sends signed Complaint Form back to investigator within 5 business days
Investigation begins

Process for filing a complaint via phone or email


Complaint submitted via *Phone or Email*
Sound Transit investigator calls complainant to conduct interview
Investigator completes the Title VI form on complainant's behalf
Investigator sends complainant completed Complaint Form via email or mail for signature
Complainant sends signed Complaint Form back to investigator within 5 business days
Investigation begins

If the complainant cannot be reached via phone, Sound Transit will determine if an investigation will be conducted based on the information available. If there is insufficient information for an investigation, the investigator will request additional information from the complainant. The complainant will be given 10 business days from the date of the request to provide the information. If Sound Transit's investigator is not contacted by the complainant or does not receive the additional information within the required timeline, Sound Transit may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue his/her case.

Sound Transit will investigate Title VI complaints for which it has sufficient information. The complaint will be reviewed to verify whether it is covered under Title VI and the complainant will receive an acknowledgement letter informing them of the determination.

How long does a Title VI investigation last?
Sound Transit will generally complete an investigation within 90 days from receipt of a complaint, unless a longer period is specified by Sound Transit. After the investigation is completed, the complainant will be issued one of two letters: a closure letter or a letter of finding. A closure letter summarizes the allegations, states that a Title VI violation could not be established, and informs the complainant that the case will be closed. A letter of finding summarizes the allegations and explains whether any type of corrective action was recommended and/or taken.

What are my options if I disagree with the findings of an investigation?
A complainant may appeal the decision by submitting a written request to Sound Transit's Chief Executive Officer within 15 business days from the date of the closure letter or letter of finding. The appeal request must specify the basis for the appeal. The Chief Executive Officer will notify the complainant of the decision either to accept or reject the request for appeal within 10 days. In cases where appeal is granted, the Chief Executive Officer will issue a determination letter to the complainant upon completion of the appeal review.

As stated above, a person may also file a complaint directly with the U.S. Department of Transportation.

Sound Transit Contact Information:
For more information on Sound Transit's Title VI Policy and the procedures to file a complaint call 206-689-3302 or email stdiscriminationcomplaint@soundtransit.org; or mail Sound Transit, Office of Civil Rights, Equity and Inclusion, Union Station; 401 South Jackson Street; Seattle, WA 98104-2826.

Appendix C
Sound Transit Title VI Discrimination Complaint Form

Sound Transit is responsible for civil rights compliance and monitoring, which includes ensuring that contractors who provide service on our behalf abide by Title VIof the Civil Rights Act of 1964 which protects individuals from discrimination on the basis of race, color or national origin.

If you believe that you have been discriminated against because of your race, color or national origin, then you have the right to file a complaint with Sound Transit within 180 days of the alleged incident. For complaints that are made more than 180 days after the alleged incident, Sound Transit will assess if an investigation is feasible.

If you believe you have been discriminated against for reasons not covered by Title VI, please contact our customer service line at 1-888-889-6368.

HOW TO FILE A COMPLAINT

Option #1: Complete the Title VI Complaint Form and submit the ***signed*** Complaint Form:

Via MAIL	**OR**	**Via EMAIL**
Sound Transit Office of Civil Rights, Equity and Inclusion Union Station, 401 South Jackson St. Seattle, Washington 98104-2826		stdiscriminationcomplaint@soundtransit.org

Option #2: Call the Title VI Complaint Line at 206.689.3302 and leave a message with the following information.

- Name
- Date & time of the call
- Brief description of the incident (include date and approximate time of the incident)
- Your contact information and best time to reach you

Someone from the Title VI office will return your call within 3 business days.

Option #3: If you need language assistance, call 1-800-823-9230. Our customer service agent will connect you with an interpreter and aid in you in connecting with the Title VI office. This service is provided Monday-Friday from 7AM-7PM (excluding U.S. holidays).

In addition to the options provided above, a person may file a complaint directly with the U.S. Department of Transportation by contacting the Department at:

U.S. Department of Transportation
Federal Transit Administration's Office of Civil Rights: Complaint Team,
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Phone: 888-446-4511

Sound Transit

Title VI Discrimination Complaint Form

Section I:		
Name:		
Pronouns (she/hers, they/them, he/his, etc.). This question is optional.		
Mailing Address:		
Telephone (Home and/or Cell Phone):	Telephone (Alternative):	
Electronic Mail (e-mail) Address:		
Best time of day to contact you about this complaint: ☐ 7am-10am ☐ 10am-1pm ☐ 1pm-4pm ☐ 4pm-7pm		
Accessible Format Requirements?	Large Print	Audio Tape
	TDD	Other
Language Services Requirements? ☐Yes ☐No	If yes, please indicate your preferred language.	

Section II:		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered yes to this question, go to Section III.		
If no, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Have you obtained the permission of theaggrieved party if you are filing on their behalf? *(This is not required, but recommended if possible.)*	Yes	No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin (includes limited English proficiency)

Date of Alleged Incident (month, day, year): _____

Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact informationof any witnesses. Include any documentation that is relevant to this complaint.

Section IV:
List any other persons that we should contact for additional information in support of your complaint. Please include their phone numbers, addresses, email addresses, etc., if known.
List any other agencies (i.e. Department of Transportation, King County Metro, etc.) with whom you have filed this same complaint. Please include the name and contact information for the person you contacted.
Section V:
Name (signature): _____ Date: _____

Appendix D
Title VI Complaints

DATE	SUMMARY	STATUS	ACTION TAKEN
1/4/2019	ST Express - Complaint about driver behavior towards white men.	Closed	Investigated/Unsubstantiated
1/7/2019	Was not allowed to board coach because insufficient funds on ORCA card.	Closed	Not Title VI and ADA case. Customer Service responded and forwarded to PT.
1/29/2019	Complainant (truck driver) alleges an operator made a racial slur.	Closed	Complainant did not respond to multiple attempts for additional information
2/11/2019	Customer feels saving face campaign is a micro aggression to Chinese riders.	Closed	Reached out to multiple internal staff teams to address decal issue.
2/19/2019	ST Express Passenger (3rd party) said operator was rude to a man about his odor (marijuana).	Closed	Investigated/Unsubstantiated
3/7/2019	3rd party complaint claiming poor operator selective treatment.	Closed	Investigated/Unsubstantiated
3/26/2019	Bus operator (PT) discussion with a passenger regarding another rider's (black) behavior and making generalizations about "they".	Closed	Investigated/Unknown
4/10/2019	Securitas rec'd a call regarding FEO / Black female felt she was singled out and stated she was continuously harassed by FEO.	Closed	Investigated/Unsubstantiated.
4/11/2019	FEO Complaint - black rider claiming harassment	Closed	Resolved Informally
4/18/2019	Alleged racial profiling by fare enforcement.	Closed	Investigated/Unsubstantiated
5/9/2019	Security officer asked him to get on the light rail train or to leave the platform. Complainant said this interaction was based on the color of his skin.	Closed	Administrative Closure – Fail to Respond to request for information.
5/17/2019	Operator Conduct - Refuse to stop at designated stop	Closed	Resolved Informally
8/6/2019	Passenger complaint alleging discriminatory operator behavior (PT)	Closed	Resolved Informally

Appendix D
Title VI Complaints

12/9/2019	Route 590 operator discrimination complaint by Jazmine Wood.	Closed	Investigated/Unsubstantiated
1/14/2020	Operator - ontime performance	Closed	Investigated/Unsubstantiated
1/28/2020	Operator Conduct - refused to allow partner on bus.	Closed	Investigated/Unsubstantiated
1/29/2020	Fare Enforcement Conduct	Closed	Investigated/Unsubstantiated
1/29/2020	Fare Enforcement Conduct	Closed	Investigated/Unsubstantiated
2/4/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
2/6/2020	Security Conduct	Closed	Investigated/Unsubstantiated
2/13/2020	Security Conduct	Closed	Investigated/Unsubstantiated
2/24/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/4/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/13/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/31/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
5/27/2020	Security Conduct	Closed	Investigated/Not Title VI or State Discrimination.
6/22/2020	Security Conduct	Closed	Investigated/Unsubstantiated
6/25/2020	Issues navigating sidewalk; contractor acted/spoke inappropriately.	Closed	Investigated/Unsubstantiated
7/27/2020	Operator conduct ; allegation of discrimination because of sexual preference	Closed	Investigated/Unsubstantiated
8/28/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
9/2/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
9/29/2020	Operator Conduct	Closed	Administrative Close – Fail to Respond
10/19/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/23/2021	Operator Conduct	Closed	Investigated/Unsubstantiated
4/2/2021	Operator Conduct	Closed	Investigated/Unsubstantiated

Appendix D
Title VI Complaints

4/30/2021	Disparate Treatment on resident construction project	Closed	Investigated/Unsubstantiated
5/28/2021	Subcontractor Conduct	Closed	Investigated/Unsubstantiated
6/20/2021	Operator Conduct	Closed	Investigated/Operator retraining
8/4/2021	Operator Conduct	Closed	Lack of Jurisdiction - Forwarded to Passenger Care.
8/30/2021	Operator Conduct	Closed	Investigated/Unsubstantiated
9/3/2021	Operator Conduct	Closed	Investigated/Operator Disciplined
9/3/2021	Operator Conduct	Closed	Investigated/Operated Disciplined
11/16/2021	Operator Conduct	Closed	Investigator/Operator Coached
12/3/2021	Operator Conduct	Closed	Investigated/Operator Reprimanded
1/5/2022	Disparate Impact of scheduling in areas of minority passengers	Closed	Investigated/unsubstantiated
2/8/2022	Operator Conduct	Closed	Investigated/Operator disciplined
2/15/2022	Subcontractor Pay issues	Closed	Referred to Labor Relations/Economic Development
3/1/2022	Operator Conduct	Closed	Investigated/Unsubstantiated
3/2/2022	Subcontractor complaint disparate treatment by Contractor	Ongoing	Procurement process under review
3/9/2022	Fare Ambassador Conduct	Closed	Investigated/Ambassador Coached
4/11/2022	Disparate Treatment-Gender ID	Closed	Administrative closure – Failure to respond to requests for information

Appendix E

SOUNDTRANSIT

Public Participation Plan

2022

Inclusive Public Participation at Sound Transit

Sound Transit is committed to continuous improvement of our public engagement strategies. We recognize that our services are far-reaching and unique in that we provide rail, light rail, and bus service in the three county region of King County, Pierce County and Snohomish County. We are devoted in our efforts to hear the widest possible spectrum of viewpoints. By prioritizing engagement of historically underserved populations, our organization can ensure that we are good stewards and advocates for all communities. Sound Transit strives to make sure all views are represented, not just those of the outspoken.

To do this Sound Transit has numerous policies, resolutions, principles and tactics to guide and deliver how the agency engages with low income, minority and limited English proficient (LEP) populations.

Policies and Resolutions

Resolution 2011-15 Inclusive Public Participation Policy

Sound Transit's public involvement and community outreach programs will be designed to engage diverse populations by:

- Adopting an inclusive public participation policy to assure meaningful access to public involvement and community outreach programs for minority, low-income, and limited English proficient populations
- Meeting environmental justice requirements and limited English proficiency needs
- Making materials available in multiple formats, holding meetings in accessible facilities and providing meeting and project information to underserved populations
- Providing the public with innovative opportunities and methods for accessing agency and project information
- Engaging diverse populations early in the planning and development process
- Making information available to minority, low-income, and limited English proficient populations

Resolution No. R2022-19: Establishing when the agency conducts equity analyses as required by the FTA and applies to major service changes, fare changes and siting of maintenance facilities.

- The agency measures adverse effects that could cause a disparate impact and/or disproportionate burden before any proposed major service change, fare change or siting of a maintenance facility.
- Determine if the adverse effects result in a "Disparate Impact to Minority Populations", setting as a threshold effects that for minority populations subject to the major service or fare change are greater than the minority population in the Sound Transit District and/or result in "Disproportionate Burdens to Low-Income Populations", setting as a threshold effects that for the low-income populations subject to the major service change are greater than the low-income population in the Sound Transit District.
- If the proposed changes result in disparate impacts to minority populations and/or disproportionate burdens to low-income populations Sound Transit will examine and

develop ways to mitigate or lessen the effect and alert the affected Title VI stakeholders of the proposed changes to allow them to comment on the change and the impacts.

- The Title VI evaluation of the proposed major service changes or fare changes, the impacts, mitigation efforts, outreach to impacted stakeholders, and public comments will be a part of the record before the Sound Transit Board when it makes its decision to approve the major service change, fare change, or siting of facilities in question.

Agency Level Strategies

Equitable Engagement Subcommittee and Equitable Engagement Strategic Plan

In 2018, 15% of Sound Transit employees attended a 3-day Undoing Institutional Racism (UIR) workshop. One outcome of this workshop was the creation of the Equity Steering Committee (ESC) which was responsible for ensuring continued progress toward an inclusive and equitable agency. The committee was responsible for identifying areas of greatest need, setting strategy, providing guidance, and ensuring integration of equity principles into all of Sound Transit's lines of business. One of the first actions taken by the ESC was to create equity subcommittees of which the Equitable Engagement Subcommittee was one. The Equitable Engagement Subcommittee was led by the Office of Civil Rights, Equity and Inclusion (CREI), formerly the Office of EEO, Equity and Inclusion (EEOEI), and was comprised of Sound Transit employees representing various departments and divisions. In the first year, the subcommittee was tasked with defining "Equitable Engagement" and drafting the Agency's first Equitable Engagement Tool (EET) which outlines both an approach to, and establishes consistent practices for, public engagement that proactively centers equity and engagement of historically underinvested and underrepresented populations. Upon completion of the draft EET in 2020, the subcommittee was paused while the tool entered the pilot phase for the following year.

In early 2021, the Equitable Engagement Subcommittee was revived under the leadership of Government and Community Relations (GCR), the Community Engagement division and CREI. A new cross-disciplinary group of subcommittee members was selected and included some staff members who served on the inaugural equitable engagement subcommittee. The second iteration of the subcommittee was tasked with drafting an equitable engagement framework (Fig.1.0) based on the draft EET and developing an agency wide equitable engagement strategy. Feedback from the subcommittee was used to develop a *draft* 3 Year Equitable Engagement Strategic Plan which is included in the appendix of this document and outlined below (Fig. 2.0).

Figure 1.0: The Four Pillars of Equitable Engagement

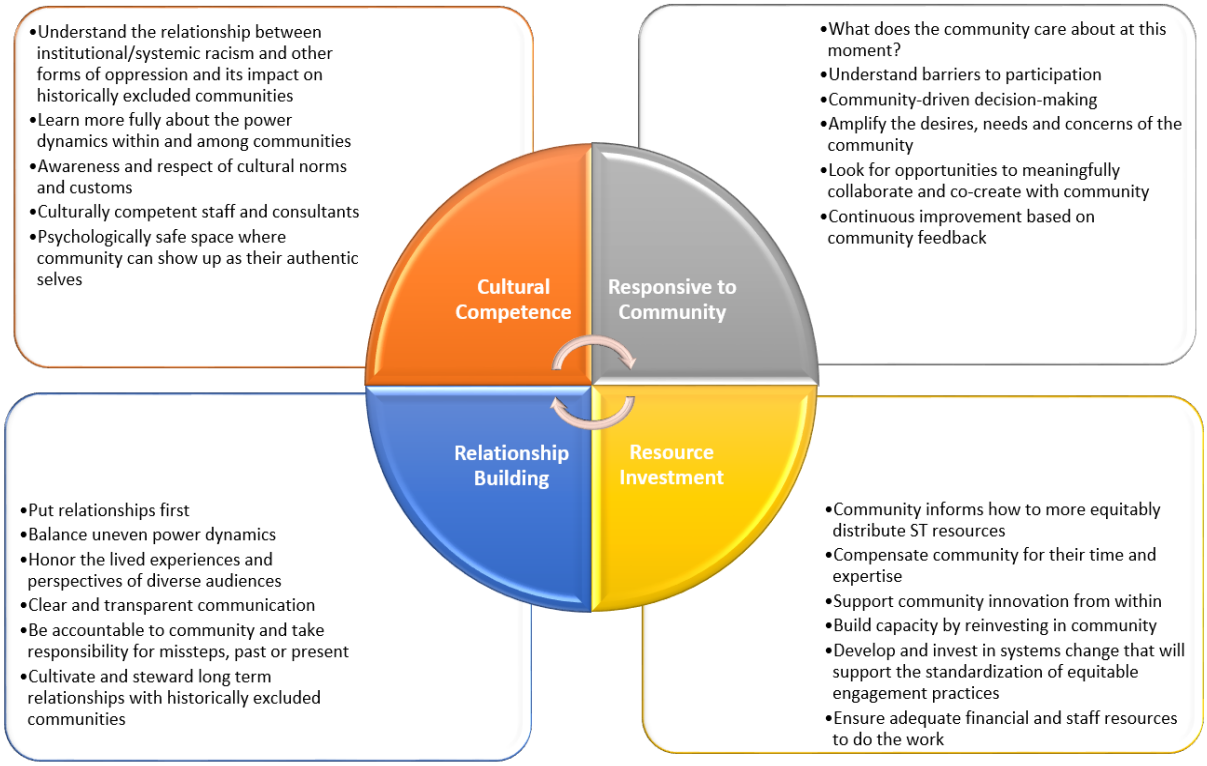
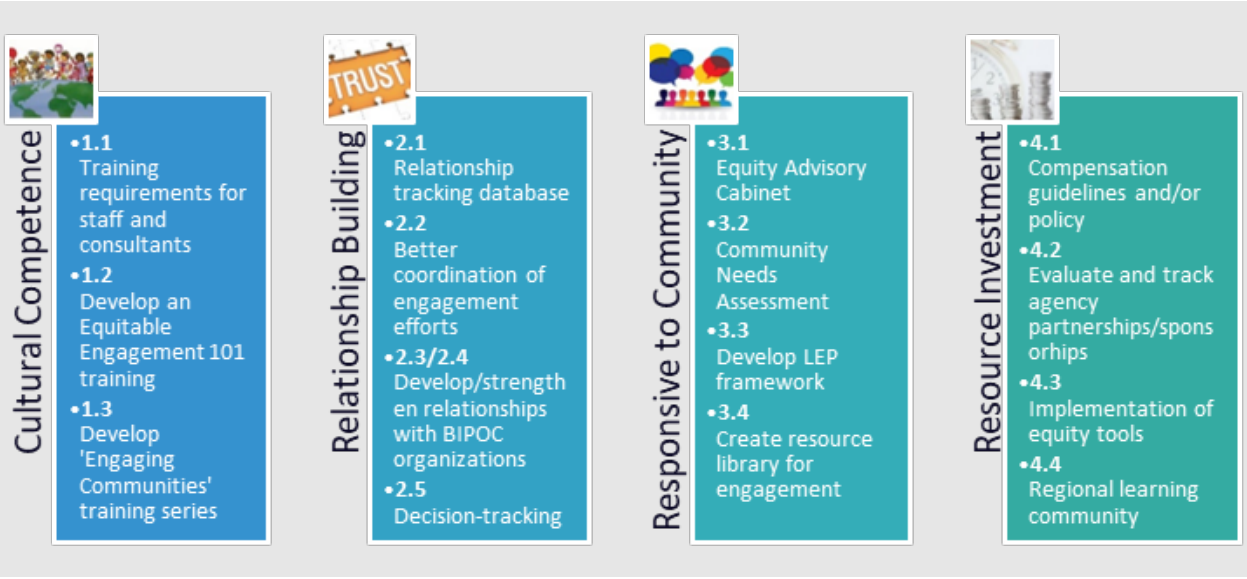

•Understand the relationship between institutional/systemic racism and other forms of oppression and its impact on historically excluded communities
•Learn more fully about the power dynamics within and among communities
•Awareness and respect of cultural norms and customs
•Culturally competent staff and consultants
•Psychologically safe space where community can show up as their authentic selves
Cultural Competence
Responsive to Community
•What does the community care about at this moment?
•Understand barriers to participation
•Community-driven decision-making
•Amplify the desires, needs and concerns of the community
•Look for opportunities to meaningfully collaborate and co-create with community
•Continuous improvement based on community feedback
Relationship Building
Resource Investment
•Put relationships first
•Balance uneven power dynamics
•Honor the lived experiences and perspectives of diverse audiences
•Clear and transparent communication
•Be accountable to community and take responsibility for missteps, past or present
•Cultivate and steward long term relationships with historically excluded communities
•Community informs how to more equitably distribute ST resources
•Compensate community for their time and expertise
•Support community innovation from within
•Build capacity by reinvesting in community
•Develop and invest in systems change that will support the standardization of equitable engagement practices
•Ensure adequate financial and staff resources to do the work

Figure 2.0: Equitable Engagement Strategy Outline


Cultural Competence
•1.1 Training requirements for staff and consultants
•1.2 Develop an Equitable Engagement 101 training
•1.3 Develop 'Engaging Communities' training series
TRUST
Relationship Building
•2.1 Relationship tracking database
•2.2 Better coordination of engagement efforts
•2.3/2.4 Develop/strengthen relationships with BIPOC organizations
•2.5 Decision-tracking
Responsive to Community
•3.1 Equity Advisory Cabinet
•3.2 Community Needs Assessment
•3.3 Develop LEP framework
•3.4 Create resource library for engagement
Resource Investment
•4.1 Compensation guidelines and/or policy
•4.2 Evaluate and track agency partnerships/sponsorhips
•4.3 Implementation of equity tools
•4.4 Regional learning community

Sound Transit Equity Tools

In December of 2019, Sound Transit adopted its first internal Equity and Inclusion Policy. The policy reaffirms the Agency's commitment to equity and inclusion and provides the following policy directives related to equitable engagement:

> 3.3.4 Engage, include and collaborate with communities and stakeholders to further effective and equitable agency governance at Sound Transit
>
> 3.3.5 Ensure additional, specific and consistent practices to ensure inclusion and equitable engagement of low income and communities of color who historically have been excluded in traditional processes.

The following year in 2020, our CEO made the commitment to begin Sound Transit on a journey towards becoming an anti-racist organization. With these commitments in mind, the Office of Civil Rights, Equity and Inclusion along with other collaborators, drafted, piloted and published three equity tools in February 2022. The tools are available to all Sound Transit staff.

The Racial Equity Toolkit (RET)

The RET is designed to integrate an explicit consideration of racial equity into decision-making processes. As part of a racial equity analysis, teams are asked to conduct equitable engagement using guidance provided in the Equitable Engagement Tool (EET) to further assess potential benefits or burdens of decisions on historically marginalized communities.

The Equitable Engagement Tool (EET)

The Equitable Engagement Tool is designed to integrate an explicit consideration of equity and inclusion into Sound Transit's community engagement efforts as well as ensure consistency in both process and methodology. The tool provides a framework, best practices and guiding questions that will aid users to:

- Identify clear goals, objectives and outcomes for engagement
- Identify the priority populations/audiences for engagement
- Ensure a comprehensive understanding of the communities being engaged
- Select the appropriate level of outreach or engagement
- Develop an engagement plan
- Measure impact
- Sustain relationships into the future

The Equity and Inclusion Shared Language Guide (EISLG)

The EISLG is designed to ensure a shared understanding and shared meaning of common equity and inclusion language. It also provides historical context for certain terms or phrases and recommendations about preferred language.

Term Bank

Developed in 2020, this document provides translation vendors with 100 commonly used terms at Sound Transit with consistent translations in the top six Title VI languages.

Equity Dashboard

The Sound Transit equity dashboard allows Sound Transit staff easy access to data about the communities and riders that the Agency serves. The dashboards feature charts, tables and maps that help users visualize the demographics, travel behavior, and travel needs of people throughout the Sound Transit district. It allows for data to be filtered by demographic identifiers such as race/ethnicity, gender, income, English language proficiency, etc. and is used to inform equity analyses and engagement strategies.

Planning and Advisory Bodies

Citizen's Accessibility Advisory Committee

Founded in 1999, the Citizens Accessibility Advisory Committee (CAAC) provides feedback regarding challenges and solutions for people with disabilities and older adults using Sound Transit buses and trains. The work of this committee enhances other public involvement groups and activities through its crucial focus on ADA compliance and accessibility best practices. It is an important part of the process that helps Sound Transit provide regional transportation that is accessible to everyone.

Community Oversight Panel (COP)

Created in 1997, the Community Oversight Panel (formerly the Citizen's Oversight Panel) independently monitors Sound Transit and its commitment to build and operate the region's high-capacity transit system. The Sound Transit Board of Directors appoints and tasks COP members with asking hard questions, reviewing details and reporting findings back to the board. Its 15 volunteers represent a variety of interests, professional expertise, experience, and real-life insight. The COP is represented by at least two members from each of the five subareas.

In April of 2021, Sound Transit's Board of Directors requested that staff recruit a more diverse group of applicants to the Community Oversight Panel. Immediately, staff reviewed its list of external stakeholders to which recruitment information was provided. Conferring with government and community relations staff, the list of stakeholders was increased to include more community-based organizations serving people of color, and a second recruitment drive was initiated. The panel's application was also updated to include a question asking applicants to share how their participation on the panel would help oversee the agency's commitment to civil rights, equity and inclusion, and to request demographic information so that the Board of Directors can understand the demographic make-up of its applicant pool.

In step with that work, staff reviewed agency legislation identifying the panel's responsibilities, structure, and eligibility and identified several areas for improvement. After approximately a year's worth of work, which included soliciting feedback from Board members and the existing panel members, staff presented a resolution for consideration by the Board updating the panel's responsibilities, changing terms to allow for more flexibility, and reducing some potentially exclusionary eligibility requirements including removing the need to be a registered voter and

therefore a citizen. The Board approved these changes in March 2022 including updating the panel's name to the Community Oversight Panel, reflecting the eligibility change.

The recruitment process seeks to follow Board direction to: (1) establish a process to incorporate input from Board members within the subarea where recruitment is taking place, and (2) provide a process that is inclusive and allows for a diverse COP. The Community Oversight Panel has also switched to evening meetings once a month to be more attractive to a broader group of participants. Vacancies on the panel are advertised to a wide audience by posting on the Sound Transit website and via social media; sending a news release to media outlets, including community groups serving diverse populations, and blogs and forums; and sending a flyer to jurisdictions, agencies, colleges and libraries within the subarea. The web posting, news release and flyer include a statement that persons of color and women are encouraged to apply. Sound Transit staff will also inform all Sound Transit Board members and the Sound Transit Diversity Oversight Committee members of the vacancy.

Diversity Oversight Committee (DOC)

In 2006 Sound Transit's Board of Directors established the Diversity Oversight Committee. The mission of this advisory committee is to report to the CEO and on occasion to the Board regarding the agency's compliance with guiding principles for employment and contracting. The DOC is composed of members from throughout the Sound Transit District**,** and includes representatives from small business, trade and craft organizations, communities and community organizations in impacted neighborhoods, and other such interested parties as deemed appropriate by the CEO. Committee members are independent of Sound Transit, meaning they have no contracts with Sound Transit and no plan to compete for bid on Sound Transit contracts or subcontracts. The committee reflects the cultural and ethnic diversity of the communities in the Sound Transit District. Recruitment is especially made to the small and minority business, labor and community organizations that engage with Sound Transit's Business Labor Compliance Office on issues regarding employment and contracting on Sound Transit projects.

Community Advisory Groups (CAG)

The CAG includes residents, transit riders, business owners and representatives of organizations that reflect the diversity found throughout the corridor, including groups who've been historically excluded from planning processes like this. The CAG consists of people who know the community and can provide valuable insight as we develop alternatives for the project. The members serving on CAGs for capital projects are compensated for their time.

Integrated website translation

Soundtransit.org was redesigned in 2018 to include Google Translate, an integrated translation function that can automatically translate soundtransit.org content into 103 languages. Sound Transit contracts with vendors that provide translation and interpretation services upon request.

Sound Transit engagement team

Thirty-five engagement staff are dedicated to community and customer engagement. The team's mission is to: *Provide high quality communic*ations *that build trust and connect Sound Transit to its customers, stakeholders and the public*. A core value of this team is to be inclusive, with stated objectives of broad participation, two-way communication / engagement and diverse audience engagement. To further staff understanding of foundational equity concepts, staff in

2021 participated in the next iteration of Sound Transit's anti-racist training workshop, *Toward Organizational Equity – Bridging the racial divide through peacemaking, healing, and collective learning* offered by an external consultant. In addition, several members of the engagement team completed one or more of Sound Transit's internal equity and inclusion trainings including implicit bias training.

Equitable Engagement Working Group

In 2019 as part of the three-year plan set forth in Sound Transit's last Public Participation Plan, a working group was convened comprised of staff members from across the engagement division. This group helped to move forward work in the areas of language access, working with community-based organizations (CBOs), and education for engagement staff. While this group helped move work forward for the engagement division, it highlighted a need for more dedicated resources to fully address equitable engagement at Sound Transit.

Equitable Engagement Center of Expertise

In April 2022, Sound Transit created an Equitable Engagement Center of Expertise (COE) within the engagement division. This team will be responsible for articulating a vision for equitable engagement, as well as collaborating and coordinating across Sound Transit to ensure that the procedures, practices and protocols described in the previous efforts as well as those to be developed are being consistently carried out across all engagement efforts. This team will also be responsible for close coordination with other departments to ensure that Sound Transit continues to update and change methods and tactics as we learn and grow as an agency. Currently, Sound Transit engagement staff utilize the following tactics, determining the appropriate mix based on each particular project.

Current Engagement Tactics

Strategies and Tactics for Language Access

- Proactively translate/transcreate printed materials when appropriate
- Provide interpreter services based on demographic information for public hearings
- Provide, on request, interpreter services and/or translated written materials, such as fact sheets.
- Include contact information for in-language interpretation (language block) on all printed materials, such as construction impact notices
- Provide simultaneous interpretation via headset at community meetings
- Run display ads for public engagement opportunities in non-English, community-based publications and/or run-on social media in multiple languages
- Feedback opportunities offered in multiple languages;
    - Surveys proactively translated
    - In-person, translated briefings
    - Workshops held with communities of color
- Provide multiple and varied opportunities to encourage individuals with diverse needs to engage on a topic, such as community meetings, drop-in stations, door-to- door outreach, printed updates, and electronic media
- Partner with service providers, community organizations and other governmental agencies to inform them about a project and to help reduce barriers to access for community members of vulnerable populations.

- Mitigate impacts of construction to local businesses including minority, low income and limited English proficient business owners through our own business relations marketing campaign, wayfinding signage, support, and resources.
- Provide Language Link training to all outreach staff and outreach volunteers to enable exchanges with limited English proficient stakeholders
- Provide buttons/nametags that identify multi-lingual staff and volunteers at outreach events
- Provide "I speak" language assistance cards to offer support for limited English proficient persons

*Additional tactics and strategies specific to language access for LEP populations can be found in the Language Assistance Plan.

Strategies and Tactics for Meaningful Public Participation

Be proactive and targeted in engagement strategies	☐ Research the community; know the demographic composition and their history in the area ☐ Work through existing networks of community-based organizations that serve and organize in diverse cultural communities ☐ Attend community meetings and cultural events as a participant ☐ Develop awareness of the racial and economic disparities in your city or region ☐ Seek out relationships with leaders from non-English speaking communities ☐ Translate materials and provide interpretation at community meetings ☐ Engage faith-based organizations to help bring residents on board ☐ Host a "meet and greet" with community organizations and advocacy groups to build connections across sectors and develop partnerships ☐ Build-incentives for engagement that reduce barriers to participation (child-care, food, etc.)
Strategies for conducting engagement in communities that have been excluded from power	☐ Provide opportunities to include substantive representation of people of color or organizations that represent low-income communities in various decision-making capacities. ☐ Create many entry-points for engagement and recognize the relative levels of power, voice, impact and opportunity for knowledge-sharing and relationship-building that they afford ☐ Stay the course. Listening to the community's concerns is central to developing and building trust

Strategies to prioritize community knowledge and concerns	• Hold listening sessions to surface community concerns by conducting engagement where people already gather. For example; open a food or beverage tab at a local community business and invite the public to stop by • Incorporate storytelling activities into the process to bring liveliness to the conversation (storytelling is important to many cultures around the world) • Work with community leaders to facilitate tours of the service area with agency leadership or elected officials to highlight assets, opportunities and challenges in low-income communities and communities of color to develop rapport and sense of shared concerns between decision-makers and local community • Use diverse communication techniques such as social media, pictures, video, painting, mail, phone, etc.
Strategies for iterative and reflective processes	• Work with community members and equity organizations to identify benchmarks for success • Establish regular check-ins to gauge progress and obtain feedback
Strategies to target resources for ongoing engagement	• Contract with local, community-based organizations in low-income communities and communities of color to conduct engagement processes • Identify a community liaison or community organization who can play an important “bridging” role necessary to close the cultural, relational, racial, language and socio-economic divides. • Leverage additional funds to support engagement through partnerships/sponsorship opportunities

2019 – 2022 Outreach Public Participation Examples

Sound Transit has a wide array of projects that benefit from meaningful public participation. Five recent examples demonstrating tactics the agency employed that are specific to minority, low-income, and limited English proficient communities are outlined below.

2021 Program Realignment

The COVID-19 pandemic immediately reduced tax revenues Sound Transit relies on to deliver voter-approved projects on schedule. Updated cost estimates for major projects in planning compounded Sound Transit's financial challenges.

In May 2020, staff launched extensive efforts to inform and engage the public in the realignment process the Sound Transit Board initiated in response to these two financial pressures. This comprehensive approach engaged jurisdictional partners, stakeholders, community-based organizations and the general public.

Engagement began with an online town hall on May 29, 2020, to inform local jurisdictions of the potential financial impact to the capital program. Seventy-eight mayors, local elected officials and staff from cities throughout the Sound Transit District attended the event. Over the course of the year, Sound Transit hosted more than 50 jurisdictional briefings that included many city councils, state, county and city elected officials, and several port commissioners. In May 2021, Sound Transit held updates for all jurisdictional staffs active with the agency.

During this same period, staff also engaged a broad range of stakeholder groups through approximately 55 online briefings. These groups ranged from civic organizations, Sound Transit advisory boards and healthcare industry leaders to Rotary clubs, chambers of commerce and disability advocates.

Sound Transit staff also completed a round of listening sessions with organizations that work with communities most affected by institutional and systemic racism and other forms of oppression and who are potentially impacted by program realignment decisions. This effort included organizations that serve or represent Black communities, other people of color, people experiencing economic hardship, limited- or non-English speaking communities, immigrants and refugees. We offered these organizations a stipend for their time.

In these listening sessions, Sound Transit staff asked:

- What are important destinations for your community (e.g., cultural centers, schools, etc.)? Would planned ST projects support your access to these destinations and resources?
- What would you like the Sound Transit Board to understand before delaying, phasing or modifying future projects?
- How can we best stay connected with you to provide updates about Board decisions?

These listening sessions with community-based organizations were intended to supplement the equity analysis completed in 2020 and to supplement on-line survey input. We asked these groups for information that a demographic analysis may not provide

The online survey, promotions and open house content and survey appeared in English and in the region's six most common other languages: Chinese (Traditional), Korean, Russian, Spanish, Tagalog and Vietnamese.

We presented the results of this engagement to the board before their decisions on program realignment. We shared results with the community groups that participated, some of them participated in public comment at the board meetings. Many of the groups have been engaged in additional public engagement activities because of the durable relationships we are building. Compensating organizations, delivering their feedback directly to decision-makers, and following up are crucial to the relationships the agency has with these groups.

Fare Enforcement/Compliance Engagement

In 2019, Sound Transit began reviewing its Link light rail and Sounder commuter train fare compliance systems based on community concerns. Sound Transit's review found that, under existing Sound Transit fare enforcement policy, communities of color – particularly Black transit riders – were disproportionately more likely to be cited, fined or referred to the court system. At that time, Sound Transit started and engagement process. The engagement included:

- Online survey (8,000 responses)
- Onboard surveys (1,100)
- Sounding Board surveys (300)
- Listening sessions (18)
- Virtual and in-person Town Halls (3)
- 2021 Survey (300)

The Sound Transit Board approved a new Fare Engagement Pilot Project to reimagine how the agency handles fare compliance, with a goal of preventing the inequitable and compounding effects that often result from unpaid fines and contact with the court system. The Board directed staff to focus further engagement in communities most impacted by fare enforcement, to gather input, and to come back to them with further proposed policy changes in January 2022.

In spring and summer 2021, Sound Transit held listening sessions with 13 community-based organizations (CBOs) that serve Black communities and other communities of color. CBOs were compensated for their time and expertise. Feedback from the CBO listening sessions was incorporated in the Community Driven Engagement Plan (CDEP), which was developed as a roadmap to guide Sound Transit's efforts to collect feedback from those most impacted in the community.

The guiding principles we heard from engagement outcomes below.

Advance racial equity

To promote and gather feedback for the survey, Sound Transit reached out to CBOs that serve Black communities, other communities of color, refugee and immigrant populations, people experiencing homelessness, and formerly incarcerated individuals. The focus was on door-to-door engagement in South Seattle, a demographic area serving communities of color.

Build trust within communities

Following recommendations provided by CBOs during the summer 2021 listening phase, Sound Transit reached out to CBOs to promote the survey and offered an opportunity to partner further in distribution of the survey. The CBO partnership program was created with two participating CBOs: Urban League of Metropolitan Seattle and the University of Washington.

Meet people where they are

Sound Transit broadened the tools utilized to collect feedback by offering briefings, meetings, and materials to CBOs and social service organizations. Sound Transit tailored their efforts to offer real-time and ongoing support for CBOs throughout the process.

Honor people's time and contributions

Compensation was offered to the CBOs for their participation in the listening sessions at $100 per session. For the partnership program, Sound Transit strived to tailor the fee structure in accordance with individual organization preferences, including payment amount and logistics. The partnership programs were co-developed together with the CBOs and were driven by the CBOs' time, capacity, and needs.

Follow up, review, and assess

Throughout the process, Sound Transit reviewed and adjusted the engagement strategies. As one example, Sound Transit ran an advertisement with the South Seattle Emerald to focus reach on communities of color in the South Seattle area. Sound Transit also promoted the survey with support from King County Councilmember, Girmay

Zahilay, who serves the Rainier Valley and surrounding areas. These strategies were added during the engagement period to bolster reach to communities of color.

East Link Connections

East Link Connections is a partnership between Sound Transit and King County Metro to create a coordinated regional transit systems on the Eastside that gets people where they need and want to go. Opening the East Link Extension will be the largest bus service restructure in Washington state history when light rail service begins in Bellevue and Redmond via Seattle and Mercer Island.

By the end of 2024, Sound Transit will open 12 new light rail stations connecting downtown Seattle and the Eastside. The 2 Line will offer new high-capacity connections from Judkins Park in Seattle, across I-90 to Mercer Island and South Bellevue, through downtown Bellevue and the Bel-Red area to Redmond Technology Station, and then to downtown Redmond. In order to prepare for the extension of Link light rail service, respond to changing mobility needs, and improve mobility and access for historically underserved populations, Metro and Sound Transit are initiating a joint project. This project is focused on delivering an updated mobility network on the Eastside and in communities surrounding the Judkins Park Station in Seattle that integrates with and complements Sound Transit Link light rail. The project is co-led with Sound Transit in coordination with our many agencies and jurisdictional partners.

The updated mobility network will be implemented at the most immediate service change after the opening of light rail service. The East Link Extension is scheduled to open in 2023, with the additional two stations to downtown Redmond opening in 2024.

Tacoma Dome Link Extension Draft Environmental Impact Statement

The Tacoma Dome Link Extension (TDLE) project is an approximately 10-mile-long extension from Federal Way at 320th Street to Tacoma Dome, with stations at South Federal Way, Fife, Portland Avenue, and Tacoma Dome. The project is currently in the environmental review phase of the project and is preparing a Draft Environmental Impact Statement (EIS).

Demographics and Project Area

The project area between Federal Way to Tacoma includes a significant proportion of non-English speakers, with Spanish, Korean, and Russian as the top languages spoken at home besides English. As current project alternatives largely runs along I-5 right of way, most of the impacted properties are commercial or industrial properties.

One notable impact is at Freighthouse Square in Tacoma, which is currently affected by the Close to Sounder alternative, which would reimagine the historic structure as a transit hub for Tacoma. Many of the businesses there are immigrant owned and benefit from the low rents charged at Freighthouse Square; but would be displaced if the Close to Sounder alternative moves forward.

Summary of Engagement Efforts

Equitable engagement is a core part of the TDLE project's engagement. The top three languages for translations on the TDLE project include Spanish, Korean, and Cambodian. Project factsheets and property owner folios have been fully translated into those languages.

During comment periods, translated comment forms have been provided, placed translated ads into local non-English publications and social media, along with placing translated flyers in high-traffic businesses. These practices were most recently used for the project's 2019-2020 drop-in sessions, which had project staff set up smaller scale events around the project area in order to provide information on the environmental review phase and answer questions from community members. Looking to the future, the project is looking to expand the use of translated materials by fully translating DEIS comment period mailers, the online open house, and making available live interpretation during public meetings. In addition, the engagement team has partnered with community-based organizations (CBOs) to disseminate information to their respective audiences, provided briefings to key staff, and sponsored community events. Interpretation has been provided at briefings upon request.

With the advent of the COVID-19 pandemic, engagement methods had to shift in light of public health measures. The engagement team has offered virtual briefings to interested CBOs, property owners, and tenants. While in-person field engagement was a commonly used tool, the engagement team shifted to phone calls to affected properties. Most notable have been multiple phone follow-ups to tenants of Freighthouse Square to inform them of project milestones and to answer questions.

Results of Engagement

As a result of the team's community engagement, several long-term relationships have been formed with local CBOs, including the Asia Pacific Cultural Center, Federal Way Black Collective, Multi-Service Center, Salishan Association, and the Rainbow Center. We hope to leverage these relationships to ensure that feedback received on the project's Draft EIS is representative of the wider community. The TDLE project was selected as a pilot program for the agency's Equitable Engagement Tool (EET). The tool was useful in establishing buy-in from the wider project team, along with formalizing equitable engagement practices. Building on this effort, the project team is currently undergoing a wider Racial Equity Tool (RET) process that will help guide project decision-making from now until the project to be built is selected by the Sound Transit Board.

Bus Rapid Transit Engagement

The I-405 BRT Project will provide fast, frequent and reliable bus-based transit service between communities north, east and south of Lake Washington. Riders will be able to transfer between the I-405 BRT, SR 522/NE 145th BRT, Link light rail and other transit service provided by Sound Transit, Community Transit and King County Metro. To maintain travel times, I-405 BRT will operate as two service lines. The north line runs from Lynnwood to Bellevue. The south line runs from Burien to Bellevue. Riders traveling between the north and south lines will need to transfer in Bellevue. The objectives of this project are to:

- Improve the speed, frequency and reliability of transit travel between Lynnwood and Burien in the I-405/SR 518 corridors.
- Increase regional mobility for BRT riders along the I-405/SR 518 corridors.
- Deliver the I-405 BRT Project on time and within budget.
- Develop BRT stations to support safe and convenient access for multiple transportation modes, including pedestrian, bicycles, bus transit, and drop-off/pick up.
- Encourage equitable transit-oriented development in station areas consistent with local land use and transportation plans.
- Promote a healthy and sustainable environment.

The Stride S3 Line, or the SR 522/NE 145th BRT Project, will connect north Lake Washington communities to the regional transit system through fast, frequent and reliable service. Riders will be able to transfer between the SR 522/NE 145th Stride S3 Line, I-405 North Stride S2 Line, Link light rail and other transit service projected by Sound Transit, Community Transit and King County Metro.

From 2019-2022, Stride BRT S1, S2, and S3 went from 10%-60% design with input from the community on the station locations and design through Online Open Houses, community briefings, project email updates, surveys, and virtual public meetings. Stride BRT provided translated materials in common languages along the corridor and partnered with Community-Based Organizations (CBOs) along the corridor such as LETI (Latino Educational Training Institute) and CISC (Chinese Information Service Center). Stride BRT shifted to virtual engagement during the COVID-19 pandemic with specific outreach to BIPOC communities which make up a large portion of the BRT corridor.

Stride BRT has long term relationships with many CBOs such as LETI, CISC, and King County Libraries who provide community input for the project and cities such as the City of Lynnwood with their Race and Social Justice Coordinator. There are ongoing briefings with neighborhood groups, CBOs, and municipalities who are members of an Interagency Group. Sound Transit also considered translation in communities where over 5 percent of residents report speaking a language other than English as part of its commitment to inclusive outreach throughout the I-405 BRT Project area. These languages include Spanish, Chinese, Vietnamese, and various African languages.

Measurement and Evaluation

Sound Transit recognizes the need to continue to evaluate, assess and refine the Agency's approach to, and methods for, equitable engagement including with Title VI communities. In addition, the agency is developing ways to ensure accountability and further transparency in regard to public participation. Over the past three years, Sound Transit has tried and tested many different strategies and tactics to reach our communities, with a particular emphasis on those historically underserved. One such strategy has been post engagement surveys that ask communities about their experience engaging with Sound Transit.

The toolkits and tools that have been developed the past three years are one way that Sound Transit will measure and evaluate public participation. The tools were developed to assist staff in explicitly considering race and equity in processes, and the EET will be instrumental in measuring the impacts of that consideration.

The Equitable Engagement Center of Excellence was created in April 2022. This group will work with other responsible departments to develop and implement sound strategies to measure and evaluate Sound Transit's work in reaching all our communities. This team is currently working to procure a new language access contract that is more comprehensive than Sound Transit's current contract to better serve English Language Learner (ELL) populations. This team is also facilitating a process to develop a new database system that tracks Sound Transit's relationships with Community Based Organizations (CBOs) to improve relationships with these organizations. Both of these strategies are planned to be in place in the next two years.

RESOLUTION NO. R2011-15
Inclusive Public Participation Policy

MEETING:	DATE:	TYPE OF ACTION:	STAFF CONTACT:	PHONE:
Executive Committee	12/1/11	Recommendation to Board	Leslie Jones, Director of Diversity **Alec Stephens, Diversity Technical Advisor**	206-398-5047 206-398-5019
Board	12/15/11	Final Action		

PROPOSED ACTION

Adopts an inclusive public participation policy to assure meaningful access to public involvement and community outreach programs for minority, low-income and limited English proficient populations.

KEY FEATURES

- This policy ensures that Sound Transit's public involvement and community outreach programs are designed to meet the following goals, pursuant to Title VI of the Civil Rights Act of 1964:
  - Providing services without regard to race, color, or national origin;
  - Promoting the full and fair participation of affected populations in transit decision making;
  - Preventing denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations; and
  - Facilitating meaningful access to programs and activities by persons with limited English proficiency.
- This policy applies to planning and service aspects of Sound Transit projects that receive federal funding. Sound Transit is in compliance with Title VI of the Civil Rights Act of 1964 and this policy affirms Sound Transit's commitment.
- Sound Transit will continue to include low-income, minority and limited English groups in its public involvement and community outreach programs, including service changes, fare changes and future service planning.

PROJECT DESCRIPTION

Title VI was enacted as part of the Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

FISCAL INFORMATION

Not applicable to this action.

SMALL BUSINESS PARTICIPATION

Not applicable to this action.

BACKGROUND

Title VI of the Civil Rights Act of 1964 states that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits

of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Sound Transit is committed to upholding these principles.

Sound Transit's public involvement and community outreach programs will be designed to engage diverse populations by:

- Meeting environmental justice requirements and limited English proficiency needs
- Making materials available in multiple formats, holding meetings in accessible facilities and providing meeting and project information to underserved populations
- Providing the public with innovative opportunities and methods for accessing agency and project information
- Engaging diverse populations early in the planning and development process
- Making information available to minority, low-income, and limited English proficient populations

ENVIRONMENTAL COMPLIANCE

JI 11/23/2011

PRIOR BOARD/COMMITTEE ACTIONS

None.

TIME CONSTRAINTS

None.

PUBLIC INVOLVEMENT

Not applicable to this action.

LEGAL REVIEW

RM 11/23/11

RESOLUTION NO. R2011-15

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting a policy for inclusive public participation and to assure meaningful access to minority, low-income and limited English proficient populations in public involvement and community outreach programs.

WHEREAS, the Central Puget Sound Regional Transit Authority, hereinafter referred to as Sound Transit, has been created for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the central Puget Sound region; and

WHEREAS, in general elections held within the Central Puget Sound Regional Transit Authority district on November 5, 1996 and November 4, 2008, voters approved local funding to implement a regional high-capacity transportation system for the central Puget Sound region; and

WHEREAS, Sound Transit has made a commitment to the people within its three-county region to seek community involvement as it plans, designs, builds, and operate a regional transit system; and

WHEREAS, Sound Transit has developed and utilized strategies to reach and include the diverse people of its region to promote, encourage, and utilize public involvement processes to carry out its mission; and

WHEREAS, Sound Transit is a recipient of federal funding; and

WHEREAS, consistent with Title VI of the Civil Rights Act of 1964, Sound Transit is committed to:

- Providing services without regard to race, color, or national origin;
- Promoting the full and fair participation of affected populations in transit decision making;

- Preventing denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations; and
- Facilitating meaningful access to programs and activities by persons with limited English proficiency.

WHEREAS, inclusive public participation is fundamental to all of Sound Transit's public involvement and community outreach programs, the Board of Directors has decided to develop a policy reflecting Sound Transit's commitment for inclusive public participation and to assure meaningful access to minority, low-income and limited English proficient populations in its public involvement and community outreach programs.

NOW THEREFORE BE IT RESOLVED by the Board of Directors of the Central Puget Sound Regional Transit Authority that Sound Transit's public involvement and community outreach programs will be designed to meet the following goals, pursuant to Title VI of the Civil Rights Act of 1964:

- Accommodate the diverse communities within the project area and meet environmental justice requirements and limited English proficiency needs
- Provide the public with multiple opportunities and methods for accessing agency and project information.
- Engage diverse populations early in the planning and development process by making materials available in multiple formats, holding meetings in accessible facilities and providing meeting and project information to underserved populations.
- Make information available to minority, low-income, and limited English proficient populations.

BE IT FURTHER RESOLVED that in achieving these goals, and pursuant to Title VI of the Civil Rights Act of 1964, Sound Transit will utilize strategies, tools, and techniques targeted to reach minority, low-income, and limited English proficient populations.

BE IT FURTHER RESOLVED that Sound Transit will strive to conduct public involvement and outreach activities with processes that are full, robust, and inclusive of all community members.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on December 15, 2011.

Aaron Reardon
Board Chair

ATTEST:

Marcia Walker
Board Administrator

Appendix E

SOUNDTRANSIT

Racial Equity Tool

Prepared by the
Office of Civil Rights,
Equity & Inclusion

Table of Contents

Introduction **4**
What is a Racial Equity Tool? **4**
Racial Equity Tool Outline **5**
How will I know if I should use a RET? 6
Overview of the RET implementation and planning process **7**
Six-step process for initiating the RET 7
RET Team Member Roles & Responsibilities **8**
RET Implementation **10**
Quick tips to complete this tool 10
What to do upon completion of the RET 10
Racial Equity Guiding Principles **11**
RET Guiding Questions **12**
Section One: Identifying Issue and Scope 12
Section Two: Learning Circles and Root Cause Analysis 13
Section Three: Results and Outcomes 14
Section Four: Collect Data 15
Section Five: Equitable Engagement 16
Equitable Engagement Framework 17
What is co-creation and community-led decision-making? 17
Why does it matter? 17
What types of things can Sound Transit co-develop with communities? 18
Section Six: Analysis and Strategy Development 19
Section Seven: Implementation 19
Section Eight: Accountability and Report-Out 20
Resources Cited or Consulted **21**
Appendix A **22**
Glossary of Terms 22
Appendix B **24**
RET Resource Guide 24
Appendix C **27**
RET Final Report Outline 27
Suggested Content 27

Acknowledgements

Sound Transit's Office of Civil Rights, Equity & Inclusion developed this Racial Equity Tool in partnership with agency staff, including members of the Community Engagement division, Government and Community Relations, and those engaged in Sound Transit's employee-led groups, equity subcommittees, the Equity Steering Committee and equity tool pilots.

Thank you for your contributions, tireless commitment and dedication to ensuring equitable outcomes for all.

Introduction

Throughout history, public agencies, institutions and jurisdictional authorities have played a role in creating, perpetuating and maintaining racial inequity across a variety of social and economic systems, including health, income, education, employment, housing and even transportation. As a regional transit agency, Sound Transit has the privilege of providing an essential service to a diverse community across three of Washington's largest counties. As such, we have the responsibility to ensure the development of our projects and services with thoughtfulness and an explicit consideration of racial equity at the forefront.

In 2019 Sound Transit reaffirmed its commitment to diversity, equity and inclusion by incorporating these values into the agency's Five-Year Strategic Plan and adopting the first agencywide Equity and Inclusion Policy. Shortly after, the agency developed the Racial Equity Tool (RET) in an effort to ensure that we proactively address institutional and systemic racism by first acknowledging its existence and furthering our understanding of how systems and structures exclude and adversely affect people of color.

The RET will prompt users to make decisions and take actions to reduce racial disparities and identify new opportunities to advance equity. As we move toward a vision of becoming an anti-racist Sound Transit, the RET will be a critical piece of intervention and accountability to passengers and those in the community who have been most harmed by racist policies and practices.

What is a Racial Equity Tool?

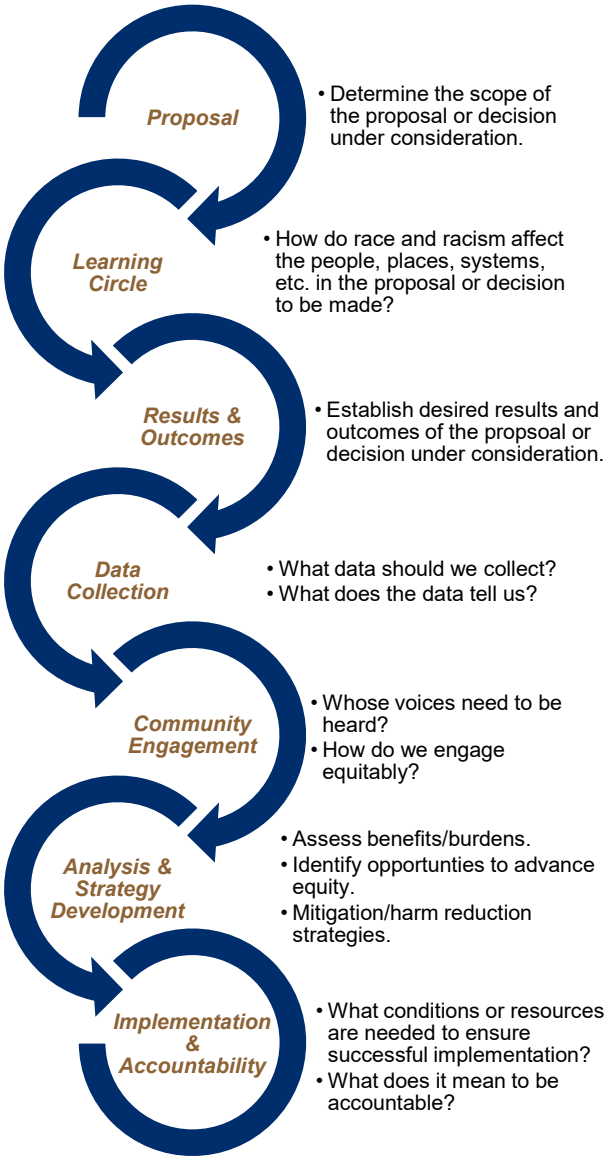
A RET is designed to integrate an explicit consideration of racial equity in decision-making related to projects, policies, programs and practices. It is both a product and a process. The tool includes a set of guiding questions that will prompt teams to:

- Identify clear racial equity goals, objectives and outcomes.
- Examine historic and root causes of racial disparities by understanding how institutional and structural racism operate and manifest in the work we do.
- Collect and interpret data from a variety of sources and use it to inform decision-making aimed at achieving set equity goals, objectives and outcomes.
- Amplify community voices and provide opportunities for the public to inform decision-making.
- Critically examine whom a decision will benefit or burden, identify potential unintended consequences and make decision-makers aware of these potential outcomes in advance.
- Develop and implement strategies to mitigate or eliminate potential harm posed by Sound Transit projects, policies, programs or processes.
- Develop mechanisms to measure and evaluate impact related to the identified racial equity goals, objectives and outcomes.

Using the RET as early as possible in the decision-making process allows you to align your racial equity goals and desired outcomes. If you address racial equity from the beginning, the tool will be more effective in influencing the outcome and will allow for full application of the concepts and practices outlined.

**Note: While you may use this tool to inform a Title VI analysis (or vice versa), it is does not replace any of the Federal Transit Administration-required analyses, to include Service & Fare Equity, Environmental Justice or Facility Equity analyses. You must adhere to all federal requirements.*

Racial Equity Tool Outline


Proposal
• Determine the scope of the proposal or decision under consideration.
Learning Circle
• How do race and racism affect the people, places, systems, etc. in the proposal or decision to be made?
Results & Outcomes
• Establish desired results and outcomes of the propsoal or decision under consideration.
Data Collection
• What data should we collect?
• What does the data tell us?
Community Engagement
• Whose voices need to be heard?
• How do we engage equitably?
Analysis & Strategy Development
• Assess benefits/burdens.
• Identify opportunties to advance equity.
• Mitigation/harm reduction strategies.
Implementation & Accountability
• What conditions or resources are needed to ensure successful implementation?
• What does it mean to be accountable?

It is important to note that the RET is meant to be a guide and framework to aid groups in applying racial equity principles and concepts across a variety of scenarios. It is up to those involved to organize, collect, interpret and act on the information in a way that is relevant to the subject or topic of analysis and in service to the equity outcomes identified.

Due to the ever-evolving nature of this work, it is impossible for the RET to include every relevant question that can or should be asked as each project, program, policy and process

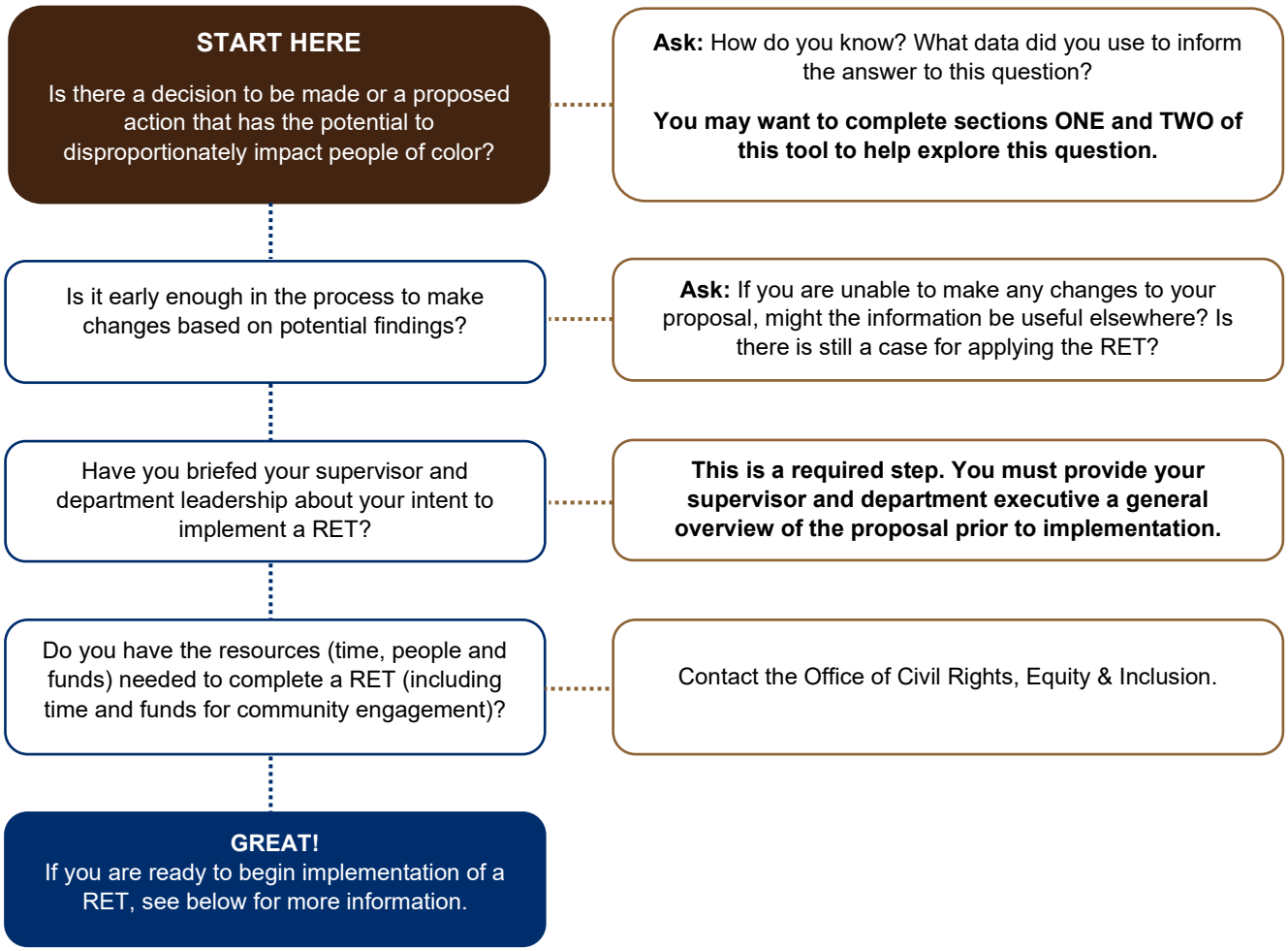
presents a multitude of opportunities to assess the impact of racism and white supremacy culture. For this reason, it is imperative that those involved in the application of this tool do so with an open mind and allow space for new information knowing that it may change the group's approach or scope of analysis.

Racial injustice is multilayered and deeply entrenched in systems that have existed for centuries. We should not expect that this tool alone will be sufficient to address these harms in their entirety, but it is one step toward incremental change.

How will I know if I should use a RET?

The RET is available for discretionary use by any Sound Transit employee. At this time, there is no requirement for specific programs, projects or policies to undergo a racial equity analysis but this will likely change in the future.

The decision tree below will help you think through whether a proposed project is a viable RET candidate. Begin with the brown box, and, if the answer to the prompt is "yes," then follow the blue dotted line. If "no," follow the brown dotted line. If you are still unsure or have questions, please contact the Office of Civil Rights, Equity and Inclusion (see appendix for contact information).


START HERE
Is there a decision to be made or a proposed action that has the potential to disproportionately impact people of color?
Ask: How do you know? What data did you use to inform the answer to this question?
You may want to complete sections ONE and TWO of this tool to help explore this question.
Is it early enough in the process to make changes based on potential findings?
Ask: If you are unable to make any changes to your proposal, might the information be useful elsewhere? Is there is still a case for applying the RET?
Have you briefed your supervisor and department leadership about your intent to implement a RET?
This is a required step. You must provide your supervisor and department executive a general overview of the proposal prior to implementation.
Do you have the resources (time, people and funds) needed to complete a RET (including time and funds for community engagement)?
Contact the Office of Civil Rights, Equity & Inclusion.
GREAT!
If you are ready to begin implementation of a RET, see below for more information.

Overview of the RET implementation and planning process

For the purpose of tracking and coordination, anyone who wishes to use the RET must complete and submit the user request form available **here**.

Upon receiving the form, CREI will notify the executive director of the sponsoring department, and the RET proposer will be free to begin implementation. If the request form notes a need for public engagement, CREI will coordinate with the Community Engagement Division and/or Government and Community Relations (GCR) to ensure that adequate support resources are available. CREI will then follow up with the proposer within two weeks of submission of the request.

In order to ensure maximum visibility and availability of resources, teams or individuals must brief their supervisor and executive director of the sponsoring department prior to submission of the request form.

Six-step process for initiating the RET

1. **Review the RET/EET document**
   - Find it on the **HUB homepage** under “Popular Tools and Resources”.
   - Ensure full understanding of the inputs required to conduct a racial equity analysis.
   - Determine if the necessary resources are available.
   - Decide if you want to move forward.
   - Brief direct supervisor and department executive.
2. **Select RET project manager(s)**
   - Who has the most working knowledge of the proposal?
   - Who has the time and desire to lead this effort?
   - Who is best equipped with the knowledge and skills to lead conversations about racial equity?
3. **Select RET work group* (members can be added at a later step if needed)**
   - What perspectives do you need to ensure a well-rounded and representative knowledge base?
   - Whose buy-in and/or support will be critical to successful implementation?
   - Who has good working knowledge of the proposed topic of analysis?
4. **Submit 'User Request Form' found here**
   - Email notification sent automatically to CREI and department executive
   - System will generate confirmation of submission
5. **If needed, CREI coordinates with Communications and Government and Community Relations (GCR)**
   - Brief them on the proposal.
   - Determine if someone is already assigned.
   - If not assigned, gauge capacity of Comms/GCR to provide support for engagement.
6. **CREI follows up with proposer**
   - CREI works with proposer to discuss the level of support available from CREI, Comms and GCR.
   - Follow up on any other questions or concerns.
   - Clarify roles and responsibilities.

RET Team Member Roles & Responsibilities

We recommend the RET work group be fairly small (four to five people) who will actively aid in the analysis and help develop strategies and final recommendations. To reduce the potential for biased decision-making, it is important to ensure that the work group represent diversity in experience, skillsets and perspectives. We highly encourage the use of Sound Transit's RAPID and RACI model to ensure the clear definition of roles and tasks.

Role	Responsibilities	Knowledge, Skills and Competencies
RET Project Manager(s)	**Manage the RET process from planning through execution of final outcomes/deliverables.** • Select RET workgroup members • Coordinate, communicate and collaborate regularly with relevant stakeholder groups including CREI. • Organize & facilitate RET work group kickoff. • Collaborate with work group to determine roles/responsibilities. • Coordinate and facilitate regular RET work group meetings. • Manage the pilot timeline to ensure RET and proposal-specific benchmarks/milestones are met (as determined by the work group). • Submit quarterly progress updates. • Share key findings with the appropriate members of Sound Transit's leadership, key decision-makers and other stakeholders. • Create and submit final report with any findings, action items, lessons learned, etc. • Complete evaluation upon project close-out.	• Working knowledge of the proposed topic of analysis. • Foundational understanding of racial equity principles and concepts. • Critical thinker with exceptional problem-solving abilities. • Genuine desire to lead a group through the RET process. • Comfortable facilitating discussions about race (does not need to be a SME). • Desire to build self and others' awareness of racial justice issues. • Humility and desire for personal growth and learning. • Ability to manage multiple ongoing priorities while ensuring the meeting of deliverables. • Can effectively lead groups with diverse experiences and perspectives. • Ability to be flexible and trust where the process may lead, while also ensuring the work stays on track. **REQUIRED training (to be completed prior to RET kickoff or shortly thereafter)** Sound Transit STARTS series • EEO (mandatory) • Check Yourself: Recognizing and Disrupting Implicit Bias • The Journey – Inclusion Through Education **HIGHLY RECOMMENDED training** • Toward Organizational Equity training (externally facilitated)
RET Work Group Members	• Provide thought leadership to the RET PMs and work group. • Attend and actively participate in regular work group meetings. • Complete tasks and meet deliverables as assigned.	• Critical thinker with exceptional problem-solving abilities. • Comfortable participating in discussions about race. • Humility and desire for personal growth and learning.

Role	Responsibilities	Knowledge, Skills and Competencies
	• Complete evaluation upon project close-out.	• Ability to manage multiple ongoing priorities • Ability to be flexible and trust where the process may lead. **REQUIRED training (to be completed prior to RET kickoff or shortly thereafter)** Sound Transit STARTS series • EEO (mandatory) • Check Yourself: Recognizing and Disrupting Implicit Bias • The Journey – Inclusion Through Education **HIGHLY RECOMMENDED training** • Toward Organizational Equity training (externally facilitated)
Executive Director of Sponsoring Department	• Schedule regular check-ins with RET PMs monthly, bimonthly or quarterly. • Attend RET work group meetings when possible. • Provide thought leadership and coaching to RET PMs, especially when challenges arise. • Advocate for support and resources when needed. • Ensure that the RET process remains on track.	• Working knowledge of the proposed topic of analysis. • Foundational understanding of racial equity principles and concepts. • Critical thinker with exceptional problem-solving abilities. • Genuine desire to provide guidance and coach PMs through new and unchartered territory. • Comfortable facilitating discussions and building self and others' awareness of racial justice issues. • Humility and desire for personal growth and learning. **REQUIRED training (to be completed prior to RET kickoff or shortly thereafter)** Sound Transit STARTS series • EEO (mandatory) • Check Yourself: Recognizing and Disrupting Implicit Bias • The Journey – Inclusion Through Education **HIGHLY RECOMMENDED training** • Toward Organizational Equity training (externally facilitated)

Role	Responsibilities	Knowledge, Skills and Competencies
External Contributors (GIS, PX, etc.)	• Provide specific information, support or resources as needed and in a temporary capacity. • May be asked to attend some work group meetings for information sharing.	NA
CREI	• Provide technical support as agreed upon by both parties (maybe ad hoc or on a regular schedule). • Regular check-ins with project manager(s) • Distribute RET evaluations at project close-out.	NA

**All of the required trainings are available at ST University.*

RET Implementation

Upon submittal of the user request form, you can begin implementation. A recommended first step is to schedule a RET kickoff meeting with your project manager(s) and, subsequently, the entire work group. Here are some suggested topics for the first work group meeting.

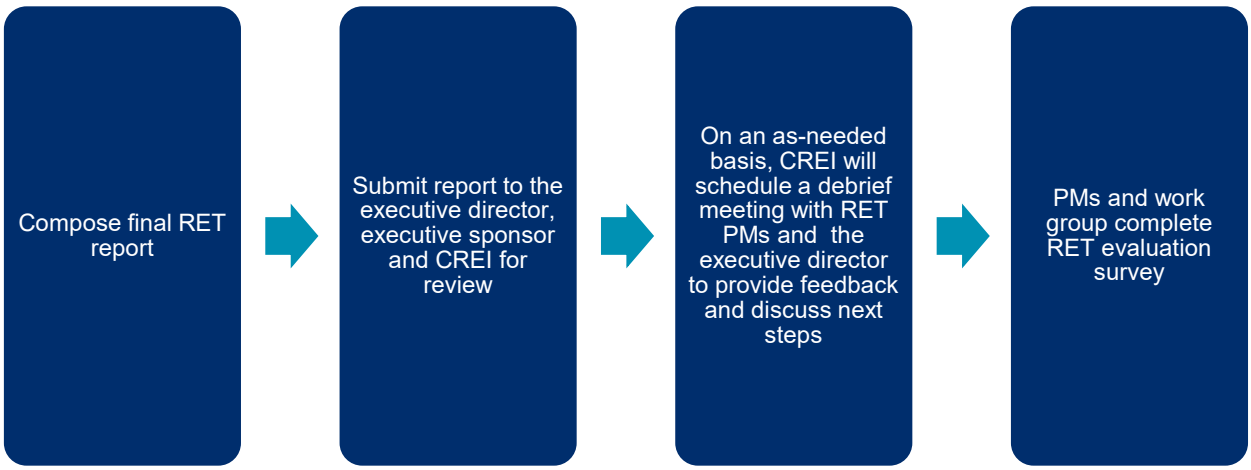
- Introduce the scope of work.
- Provide an overview of the tool and intended RET process.
- Clarify roles and responsibilities.
- Review timeline.
- Develop group charter (if desired).
- Establish meeting cadence.

Quick tips to complete this tool

- Begin using this tool as early in your work as possible, allowing enough time to do the research and incorporate key insights into a decision-making process.
- Be sure to review the entire tool first to ensure a high-level understanding of the RET outline from beginning to end. This will help you to organize your work and the work of the RET work group.
- Document any important pieces of information (especially key decision points) as you go along in case you need to reference it later.

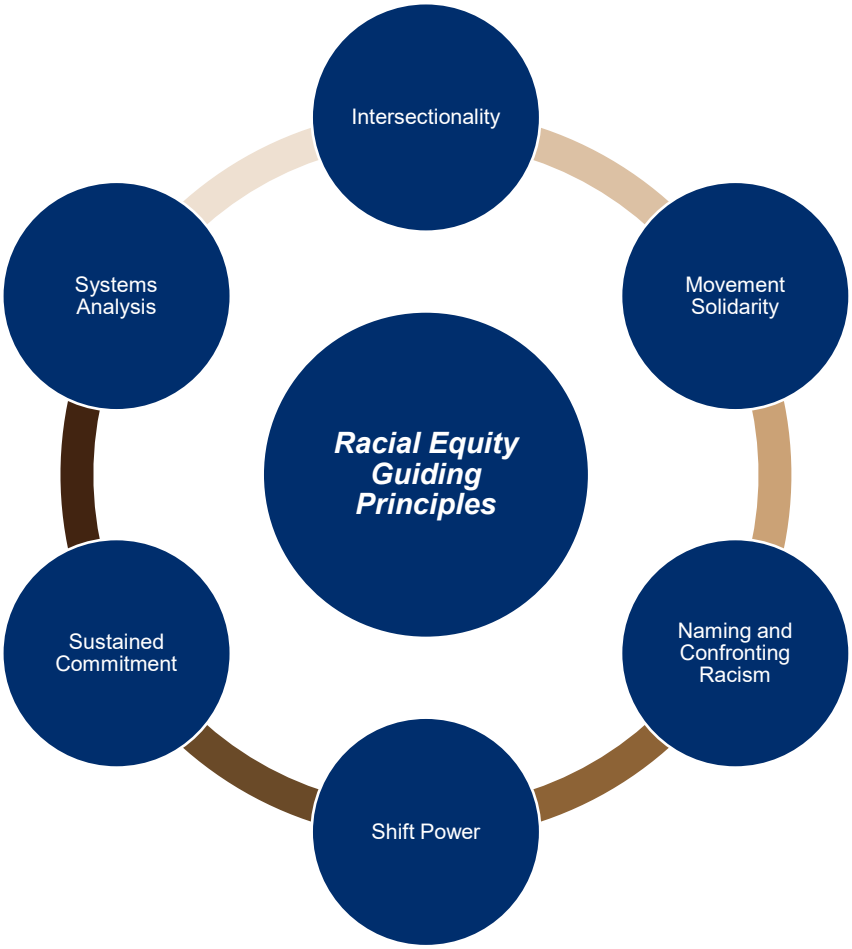
What to do upon completion of the RET

Work with your department leadership to determine a close-out process that best meets the department's needs. For the sake of posterity, CREI requires a final report. You may develop a report in any format (i.e., Power Point, word document, etc.) of your choosing provided you include the necessary information. An outline of recommended content is available in the Appendix. Upon completion, please submit the report to the department's executive director and CREI for review.


Compose final RET report
Submit report to the executive director, executive sponsor and CREI for review
On an as-needed basis, CREI will schedule a debrief meeting with RET PMs and the executive director to provide feedback and discuss next steps
PMs and work group complete RET evaluation survey

Racial Equity Guiding Principles

Conducting a racial equity analysis does not require subject matter expertise in equity; however, it does require an understanding of the core principles and concepts of this work. Below are a set of guiding principles that act as moral or ethical values that establish a framework for expected behavior and decision-making. It informs our approach to this work and answers the question: ***What do we believe in?***



Guiding Principle	Definition
Intersectionality	We believe analysis and action shaped by the ways that gender, class, sexuality and other forms of oppression intersect with race contributes to a fuller understanding of racial inequities and better-targeted strategies to address them.
Movement Solidarity	Racial equity work must connect and receive guidance by racial justice movements, including movements for Black lives.
Naming and Confronting Racism	We believe deliberate and focused attention on the various manifestations of racism- interpersonal, cultural, institutional and structural- is required to transform the policies, systems, and practices that produce unfair and unjust outcomes by race.
Shift Power	At its core, the practice of racial equity is a practice of prioritizing leadership of and solutions from people and communities most closely affected by the issues and injustices we seek to change.
Sustained Commitment	A commitment to long term, sustained investment in time, resources and people.
Systems Analysis	Racial equity change happens by asking and seeking to understand the ways in which history, the distribution of power and resources, and policies, systems and practices work together to create and reinforce racial inequities and injustices. Racial equity work fundamentally seeks to shift power and resources and transform systems and practices to materially change conditions for Black and brown people.

**Borrowed from Center for Urban and Racial Equity*

***These guiding principles may be adapted/change as Sound Transit works to build out an agency-specific definition and guiding principles of antiracism.*

RET Guiding Questions

The following questions will help guide conversation. While they are organized in a somewhat sequential fashion, you may find that, for your purposes, it makes more sense to begin at a later step and work backward. Regardless, it is important that you allow the dialogue that follows to organically inform your process. Feel free to customize the tool as needed.

Section One: Identifying Issue and Scope

Identifying the topic of analysis may seem like an obvious first step, but it is important for everyone to have a clear and shared understanding of the reason for selecting this particular topic for a racial equity analysis.

As you discuss the scope of your proposed RET, keep in mind that the broader the scope, the more complex and time-consuming the analysis may be. For this reason, CREI recommends that you narrow your focus as much as possible without losing sight of critical equity-related

components. You may also want to leave room for yet-to-be discovered topics that you might add to your scope later in the process.

1. **What is the proposed project, program, policy or process for evaluation?**
    - Why was this topic selected for a RET?
    - What assumptions or concerns might already exist about this topic as it relates to racial equity?
    - Is there a decision to make? If so, what and by whom?
    - What is considered in/out of scope for the RET?
    - What level of influence can the RET work group expect to have?

TIP: If narrowing the scope of your RET is challenging, consider what decision milestones are upcoming and how a RET could influence decision-making.

If you find that the scope of your RET is still too large, consider forming two or more subgroups, each applying portions of the RET to different components. Then you can reconvene as needed and consolidate your findings.

Example: *The topic of Fare Enforcement is very broad. Instead of having one work group trying to assess every aspect of Fare Enforcement, you might create two subgroups — one evaluating youth engagement and another evaluating citation resolution.*

Section Two: Learning Circles and Root Cause Analysis

It is human nature to want to jump directly into action; however, it is critically important to slow down and ensure a comprehensive and shared understanding of the topic you are analyzing. We recommend that the RET work group make time to implement Learning Circles or informal discussions about race as it relates to the topic under analysis. Understanding the why (why does this topic matter?) and how (how did this issue come to be?) will aid in more thoughtful and meaningful outcomes. Depending on the topic, the correlation may not be obvious at first, and it may be necessary to conduct some research. (Sound Transit's Equity and Inclusion Resource Center and library guide are a fantastic source for this!)

Learning Circles should be an evolving dialogue that you revisit throughout the RET process. You'll find that the topic of race can be far-reaching and, at times, overwhelming, so it is up to the work group to determine how much time you think is necessary to devote to this exercise. At minimum, we recommend a Learning Circle in the very beginning (prior to establishing results and outcomes) and, again, after you've collected your data and conducted any engagement.

Here are some prompts to get you started.

2. **How has/does race and racism affect the people, places, processes and systems, etc. reflected in the proposal? What inequities or disparities exist?**
3. **How does the topic or proposal interact with other systems (e.g. policing, housing, education, public health, etc.)?**

4. **How might systemic racism and other forms of oppression affect passengers' or the larger community's relationship with Sound Transit?**
5. **What are the root causes of the inequities we've assumed or identified? How did they come to be in the first place?**

TIP: Assign a relevant podcast, news article, video or some other piece of media that the work group can watch/listen to together and discuss. Visit the **CREI hub page** to access conversation guides and facilitator guides.

Example: *Continuing with our topic of fare enforcement, we will likely want to understand; what does fare enforcement have to do with race? Our conversation might lead us to think about or research the following:*

- *Why aren't people paying their fare? Is it lack of knowing how to use the system? Is it because the system is not accessible to non-English speakers? Is it because fares are unaffordable?*
- *How are Fare Enforcement Officers perceived by communities of color, particularly, Black communities? What is the relationship between fare enforcement and the legal/criminal justice system? How has racism shown up in policing and the criminal justice system historically and presently?*

Section Three: Results and Outcomes

As a result of the Learning Circle exercise, there is likely a renewed understanding of what the work group is hoping to accomplish and why. In this section, you will formulate clear and measurable results and outcomes, beginning with a focus on the desired "end" condition. From there you will work backward developing your indicators. This approach emphasizes the importance of beginning with a focus on the desired "end" condition.

6. **What are the desired results and outcomes of this proposal?**
7. **What indicators of success will you use?**
8. **How, specifically, will you measure progress?**

Term	Definition
Results Community condition/population accountability	The end conditions we are aiming to impact at the community level. Prompts: • We want employees, riders, communities that are … • What would this result/condition of well-being look like? What would it physically look like? What would it feel like? • Identify community indicators that measure the desired result.

Term	Definition
	Example: *"Develop planning and sustainability solutions that eliminate racial disparities thereby creating prosperous, resilient, healthy and affordable communities for all."*
Outcomes Performance accountability/outcomes	The "outcomes" are defined as the end conditions at the jurisdiction, department, division or program level. What are the specific project, program or policy outcomes and performance measures? Performance measures respond to three different levels: ○ Quantity: How much did we do? ○ Quality: How well did we do it? ○ Is anyone better off? ***Example:*** *"Partner with Black, Indigenous and other communities of color to co-create an anti-displacement policy by January of 2025."*

**Borrowed from GARE Racial Equity Toolkit and Results Based Accountability framework*

Section Four: Collect Data

Based on the process thus far, you should have had an opportunity to discuss potential racial equity impacts specific to your analysis. The next step is to collect both quantitative and qualitative data that will either affirm these assumptions or reveal new perspectives to consider.

When assessing for racial equity, it is *important to disaggregate the data*. People of color are not a monolithic group and we must consider subpopulations with differing and unique experiences and needs. We must also consider how intersecting forms of oppression affect people and communities differently. For example, how might an Asian woman with a physical disability experience our system differently than a white able-bodied woman? They are both women, but they may interact with our transit system in completely different ways based on not only their gender identity, but their race and physical ability.

Data can be incredibly difficult to source and even more difficult to interpret. To help get you started, consider the following:

9. **Geographic data: Are there specific geographic areas that will face the most impact?**
    - If so, what are the demographics of those living, working or recreating in the affected area?
10. **Population data: What does this tell you about existing racial inequities?**
    - ***Examples:*** *Race, gender, income, language, refugee/immigrant, people with disabilities, age, vehicle and home ownership, education, health statistics, employment, etc.*

11. **Performance data: What relevant information can be sourced from existing policies, programs, etc.?**
    - ***Examples:*** *Operational costs, employee satisfaction, environmental impact, improvement initiatives, communication, quality, time, scope, etc.*
12. **What data gaps exist?** Unavailable data often indicates that certain populations or issues may have been historically overlooked. Who might you reach out to if you're unable to find something?
13. **What does this data tell you?** Who does your proposal benefit, and who does it burden?

TIP: Good data is hard to find. Even the U.S. Census Bureau has inherent inequities, with some populations being underreported and other potential inaccuracies. This is why it's important to utilize multiple sources of information for your analysis. Visit the **Equity & Inclusion Resource Center** for a list of potential data sources. Sound Transit's Geographic Information System (GIS) and Research Program (PX) are also great sources of data and information specific to Sound Transit passengers and populations.

Section Five: Equitable Engagement

The data collected in Step 4 should provide a better idea of who will be most affected by the proposal, but quantitative data alone may not paint a complete or accurate picture. To understand the reality of how your proposal will impact communities of color, you must conduct outreach and engagement early, frequently and using a variety of methods to ensure that communities of color can actively participate. Given the history and role of government in creating and perpetuating racial inequities, we must execute our engagement approach with the purpose of establishing trust and building authentic relationships over time.

This portion of the RET is an integral part of making informed decisions as well as delivering on our public commitment to equity and anti-racism. While this portion of the work may be led by someone in Communications and/or Government and Community Relations, engagement planning should be a collaborative effort among all members of the RET workgroup. Be sure to allow ample time for planning and implementation.

Below are the four core pillars of equitable engagement. Like the legs of a chair, they work in unison to form the balanced foundation of this work. Each pillar has an associated set of guiding principles and practices that reflect our moral or ethical values and establishes ***what we believe in*** as it relates to equitably engaging the public.

Central to the practice of equitable engagement is the act of co-creation and community-led decision-making as of way to combat power imbalances that exist between traditional 'authorities' and the communities who face inequities. This does not mean that the community possesses ultimate decision-making power over all agency decisions, as this is not always possible (decisions that get made by the Sound Transit Board, for example). However, sharing power does require us to identify opportunities where the public can meaningfully participate in shaping a particular outcome. Creating a participatory and inclusive culture is incredibly important to the agency's current and future success.

Equitable Engagement Framework

Building TRUST with Community

Cultural Competence	Responsive to Community	Resource Investment	Relationship Building
• Understand the relationship between institutional/systemic racism and other forms of oppression and its impact on historically excluded communities • Learn more fully about the power dynamics within and among communities • Awareness and respect of cultural norms and customs • Culturally competent staff and consultants • Psychologically safe space where community can show up as their authentic selves	• What does the community care about at this moment? • Understand barriers to participation • Community-driven decision-making • Amplify the desires, needs and concerns of the community • Look for opportunities to meaningfully collaborate and co-create with community • Continuous improvement based on community feedback	• Community informs how to more equitably distribute ST resources • Compensate community for their time and expertise • Support community innovation from within • Build capacity by reinvesting in community • Develop and invest in systems change that will support the standardization of equitable engagement practices • Ensure adequate financial and staff resources to do the work	• Put relationships first • Balance uneven power dynamics • Honor the lived experiences and perspectives of diverse audiences • Clear and transparent communication • Be accountable to community and take responsibility for missteps, past or present • Cultivate and steward long term relationships with historically excluded communities

What is co-creation and community-led decision-making?

The collaborative development of new value (concepts, solutions, products and services) together with subject matter experts and community stakeholders working together as peers. Co-creation is a form of collaborative innovation where ideas are shared and improved together through all stages of a process, from ideation to vetting to implementation.

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*"Community-led decision-making is the act of allowing a decision to be made via a collective, community process. It uses the practice of empowerment, mutual learning and consensus building to create bottom-up, citizen driven change. . .community-led approaches that are initiated by organizations attempt to give power to those who are closest to the issue. They tend to be less-defined, more organic processes guided by a set of principles focused on **how** the community is engaged to make change."*

Tamarack Institute, "Understanding Community-Led Approaches to Community Change"

Why does it matter?

Unlike crowdsourcing (a widespread call to contribute focused on quantity vs. quality), co-creation engages a small but representative group of community stakeholders. The process of co-creation generates richer and deeper knowledge while cultivating community buy-in and sense of ownership. Instead of speaking on behalf of community, communities are able to speak on behalf of themselves. In addition to combating power imbalances, it provides an opportunity to deepen the relationships we have with passengers and the community at large.

What types of things can Sound Transit co-develop with communities?

- New programs or agency initiatives
- SOPs or policies
- Strategy development
- Problem-solving on a variety of issues

Asking the community how they would like to be engaged is an important first step in this process. Not all communities in all situations are ready, able, or interested in taking on a community-owned, community-driven, or even a community-shaped approach (see table below). Community-led approaches are effective when there is a shared community concern ("this affects me"), a sense of responsibility ("I have a duty to respond"), and a desire to act ("this is a priority for me").

Community Owned	*Community Driven*	*Community Shaped*	*Community Informed*
Local visions for change are defined and implemented by the community, who are in control of all resources, parameters and decisions.	Local visions for change are created in partnership with community members and organizations, who share resources and collaborate to set parameters and make decisions.	Local visions for change are defined by the community within a set of parameters that are provided by an organization to achieve shared goals.	Visions for change are adapted to suit the local context through community consultation.

Community-Led ← → Organization-Led

***Please note that any engagement of Tribal Nations must be coordinated through the Director of Tribal Affairs within GCR. In addition, engagement is not to be planned or conducted without direct support from GCR and/or the Community Engagement division.*

Proceed to the engagement planning portion of the RET using the Equitable Engagement Tool found on the Hub homepage under Popular Tools and Resources.

Section Six: Analysis and Strategy Development

This portion of the analysis is about answering one specific question: What is the data telling us? Once you know the answer, you will form your strategies based on the information that has been collected as well as what you learned through the engagement process.

14. What were the takeaways from the engagement process?

- What did communities of color care about the most (whether directly related to your proposal or not)?
- What were they excited about?
- What did they express concern about?
- Were there topics discussed that may be "out of scope" for this proposal? If so, what? Is there value in adding to the scope?
- How will topics determined to be "out of scope" be documented and/or shared with others so that the feedback does not get lost?

15. Who will your proposal benefit or burden?

- Which racial/ethnic groups are most likely to be positively or negatively impacted by your proposal and how? Be specific not only about who your proposal will affect, but *how* it will affect them.
- What are potential unintended consequences?

16. Inform and revise your strategy by identifying opportunities to advance equity in your proposal. *This is a major decision point.* While the goal is to reduce racial disparities and negative impacts, depending on the circumstance, it may not always be possible. It is important in these scenarios to consider the trade-offs and to be clear about why you have decided upon a particular course of action.

- Based on all of the information collected, will your proposal increase or decrease racial equity? How?
- How might you modify your proposal to enhance existing, or provide new opportunities for, positive impacts?
- How might you modify your proposal to reduce or eliminate negative impacts?
- Do your findings indicate a need for a more comprehensive or systems-level approach? For instance, if you are assessing a program, is there a policy or SOP that needs to be created or revised that would aid you in maximizing your impact on racial equity?

Section Seven: Implementation

Now that you have decided on a course of action, it is important to think about what conditions and/or resources are needed to ensure successful implementation.

17. **What is the implementation plan?**
18. **What additional resources are needed to make it happen (time, money, people, etc.)?**
19. **Are the resources available? If not, what will you do?**
20. **Whose approval do you need to revise the plan?**

Section Eight: Accountability and Report-Out

Racial equity is not possible without accountability that is in alignment with data and community feedback. Accountability requires creating the necessary conditions to ensure that you implement the recommendations and actions identified to advance racial equity.

While the RET findings are a critical component, it is of equal importance to consider how those findings will be shared as well as *who* will share it.

21. **What data or information will be collected after implementation to ensure that the desired outcomes are met? This should include how you plan to assess impact on community.**
    - How will this be measured and documented?
    - How will you know when to course correct?
22. **How will the outcomes of the RET be reported/shared with key decision-makers and other stakeholders?**
    - What is the message you want to convey?
    - Who is the most appropriate person to convey the information? (This may vary based on the audience.)
    - What strategies will you use to share the information?
    - How will you keep stakeholders, including the community, informed after implementation?
    - What communication plan have you established with community organizations, groups or individuals that were engaged through this process, should they have questions, concerns or feedback?

TIP: When you present your findings, be clear and concise. When addressing matters of racial justice, it is important that we do not use coded language (language that is very broad or vague that may have multiple interpretations or meanings). Oftentimes we fall back on coded language to mask our discomfort or disconnectedness from a given topic, and/or we use it to make people (particularly white people) feel comfortable in spaces where race is discussed. Part of becoming an anti-racist organization requires us to lean into discomfort, because this is where we experience the most growth.

CONGRATULATIONS! You have come to the end of the analysis. Please refer to page 10 of this document for next steps.

Resources Cited or Consulted

Aidane, Samad PMP, MSc. *Project Racial Equity Toolkit* (Not available online. PDF only.)

Attygalle, Lisa. Tamarack Institute, **Understanding Community-Led Approaches to Community Change**

Boston Public Health Commission, **Community Engagement Plan; 2016-2019**

City of Durham, **Equitable Community Engagement Blueprint**

City of Guelph, **Community Engagement Framework**

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City of Seattle, **Racial Equity Toolkit**

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Government Alliance on Race & Equity **Communications Guide** (2018)

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Policy Link and Kirwan Institute, The Sustainable Communities Initiative; **The Community Engagement Guide for Sustainable Communities**

State of Colorado, **Community Partnership Principles Guide**

Sunshine Coast Council, Community Engagement Framework (No longer available online. PDF only.)

Sanchez, Adrian and Saporta, Carla. The Greenling Institute **Racial Equity Toolkit**

Western States Center, **Dismantling Racism: A Resource Book for Social Change Groups**

Appendix A

Glossary of Terms

Don't see the word you're looking for? Check **here**.

Term	Definition
Anti-racism	The work of actively opposing racism by advocating for changes in political, economic and social life.
Bias a. Explicit bias b. Implicit bias	Prejudice toward one group and its members relative to another group. a. Biases that people are aware of and that operate consciously. Individuals express them directly. b. Biases people are usually unaware of and that operate at the subconscious level. Individuals usually express implicit bias indirectly.
Co-creation	The collaborative development of new value (concepts, solutions, products and services) together with subject matter experts and community stakeholders working together as peers. Co-creation is a form of collaborative innovation where ideas are shared and improved together through all stages of a process, from ideation to vetting to implementation. Unlike crowdsourcing (a widespread call to contribute focused on quantity vs. quality), co-creation engages a small but representative group of community stakeholders. The process of co-creation generates richer and deeper knowledge while cultivating community buy-in and sense of ownership. Last but not least, co-creation provides an opportunity to deepen the relationships we have with passengers and the community at large.
Diversity	The range of human differences including, but not limited to, race, ethnicity, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values systems, national origin and political beliefs.
Equity	Fairness in process, distribution of resources, opportunity and provision of varying levels of support, based upon need to achieve greater fairness of outcomes.
Ethnicity	A social group that shares a common and distinctive culture, religion, language, history and customs.
Inclusion	Involvement and empowerment, where everyone feels welcomed, respected, supported and valued.
Individual racism	Bigotry or discrimination by an individual based on race.

Term	Definition
Institutional racism	Policies or practices that work better for white people than for people of color, often unintentionally or inadvertently.
Power sharing	A system of governance in which all major segments of society receive a permanent share of power.
Race	A social construct that categorizes people based on physical characteristics and ancestry to justify inequitable distribution of resources and power.
Racial equity	Eliminating race-based outcome gaps so that race cannot predict one's success and improving outcomes for all. This approach centers those who are worse off and moves from a service-based approach toward focusing on policies, institutions and structures.
Racial inequity	Outcome gaps between people of different races based on historical or current factors or structures that benefit white people more than people of color.
Structural racism	A history and current reality of institutional racism across all institutions, combining to create a system that negatively affects communities of color.
White privilege	The unearned, mostly unacknowledged social advantage white people have over other racial groups simply because they are white.
White supremacy	The idea (ideology) that white people and the ideas, thoughts, beliefs and actions of white people are superior to people of color and their ideas, thoughts, beliefs and action.
White supremacy culture	The dominant, unquestioned standards of behavior and ways of functioning embodied by the vast majority of institutions in the United States. While these standards may appear mainstream, dominant cultural practices, they have evolved from the United States' history of white supremacy.

Appendix B

RET Resource Guide

Category	Resources
Community Engagement	**Internal Resources** Community Engagement Division • Deputy directors of Community Engagement Wilbert Santos or Jennifer Lemus wilbert.santos@soundtransit.org jennifer.lemus@soundtransit.org Title VI Public Participation Plan Tribal Relations • Email Tribal Relations Director Dezerae Hayes at dezerae.hayes@soundtransit.org **External Resources** International Association for Public Participation (iap2) Facilitating Power: The Spectrum of Community Engagement to Ownership
Continued Learning by Topic	***Implicit Bias*** • *Article: NLI Here's Why Having a Brain Means You Have Bias* • *Podcast: NPR: The Mind of the Village; Understanding Our Implicit Biases* • *Video: Unconscious Bias at Work – Making the Unconscious Conscious* ***Intersectionality*** • *Article: Vox; The Intersectionality Wars* • *Podcast: NPR: What does Intersectionality mean?* • *Video: What is Intersectionality?* ***Psychological Safety*** • *Article: HBR; High Performing Teams Need Psychological Safety* • *Podcast: HBR; Creating Psychological Safety in the Work Place* • *Video: How to turn a group of strangers into a team* ***Race*** • *Video: The Myth of Race* • *Article: What We Mean When We Say 'Race Is a Social Construct* ***Systemic Racism*** • *Article: Systemic Racism Explained* • *Podcast: NPR; Confronting Racism* • *Video/Article: Race Forward; what is systemic racism?*

Category	Resources
	White Privilege • *Article: What is White Privilege, Really?* • *Article: Peggy McIntosh's White Privilege Papers* ***White Supremacy Culture*** • *Article: What Supremacy Culture in Organizations* • *Podcast: White Supremacy Culture at Work*
Disability Justice	**Internal Resources** Accessibility Services Manager Donna Smith donna.smith@soundtransit.org **External Resources** Showing Up for Racial Justice (SURJ) Disability and Access The National Disability Institute; Race, Ethnicity and Disability
Geographic and Population Data	**Internal Resources** Geographic Information Systems (GIS) • Email GISservices@soundtransit.org or visit their hub page here Research Group (Passenger Experience) • Email Michael Berman or Kelly Dunn Michael.berman@soundtransit.org Kelly.dunn@soundtransit.org **External Resources** U.S. Census Bureau Puget Sound Regional Council Seattle Department of Neighborhoods Washington State Office of Financial Management United Way of King County Racial Disparity Data Additional data sources about specific systems (education, housing, employment, health, etc.) is available on ST's Equity & Inclusion Resource Page.
Language Access	**Internal Resources** Language Access Toolkit Title VI Language Assistance Plan Translation or Interpretation Services Request • Questions? Contact Ryan Lescouflair at ryan.lescouflair@soundtransit.org
Office of Civil Rights, Equity & Inclusion Information and Resources	**Equity & Social Responsibility Division** Deputy Director – Nicole Hill Nicole.hill@soundtransit.org Equity & Inclusion Program Specialist- Simbi Ntahobari Simbi.ntahobari@soundtransit.org

Category	Resources
	All Aboard- Becoming an Anti-Racist Organization Hub Page EEO Assessment of Employment Practices Dashboard Equity & Inclusion Policy Equity & Inclusion Resource Page Facilitating Conversations About Race Discussion & Facilitator Guides (bottom of page) Title VI Program
Training	**Internal Trainings** Sound Transit Anti-Racist Training Series (register on ST University) • Equal Employment Opportunity (EEO) and EEO for Supervisors (Instructor-led) • Check Yourself: Recognizing and Disrupting Implicit Bias (e-Learn) • The Journey: Inclusion Through Education (Instructor-led) • Toward Organizational Equity Training (3-day facilitated by D-Fine Consulting) **External Trainings** Government Alliance on Race & Equity (GARE) Racial Equity Curriculum • 2- part training • Must create an individual log-in (Sound Transit is a member) • There is a cost associated with this training GARE Annual Membership Meeting • Workshops on a variety of topics related to racial justice and government institutions • Dates vary • Free to attend for GARE members Undoing Institutional Racism People's Institute for Survival and Beyond 3-day workshop $350/person

Appendix C

RET Final Report Outline

This template is meant to provide a basic overview of what information to include in your RET final report. You may choose to organize and present the required information in whatever format best suits your needs. Feel free to include any attachments, links, maps or other supplementary information that is relevant to this report.

Once your report is complete, please email it to the following people:

- The executive director of the sponsoring department
- The Office of Civil Rights, Equity and Inclusion (CREI) - **Nicole.Hill@soundtransit.org**

Suggested Content

I. Executive Summary
   a. Summarize the key points of this report (purpose, why this topic was chosen, approach, etc.)
   b. Describe any results, conclusions or recommendations

II. Topic/Scope of Work
   a. Detailed description of the project, policy, program, etc. that served as the focus of your analysis
   b. Goals and outcomes

III. Data Collection Overview
   a. What data was collected and why?
   b. What data gaps, if any, did you encounter?
   c. What other challenges, if any, did you encounter?

IV. Outreach and/or Engagement efforts Overview
   a. Engagement period/timeline
   b. Who was engaged?
   c. Level(s) of engagement and methods used
   d. How will relationships continue to be stewarded/cultivated after the completion of the RET?
   e. Successes/challenges and lessons learned

V. Analysis and Implementation
   a. Data Collection Key Findings
      i. Who benefits/who is burdened? Were there any unexpected findings? Did we learn anything new?
   b. Outreach/Engagement Main Themes/Takeaways
      i. Who benefits/who is burdened?
      ii. Were there any unexpected findings?
      iii. Did we learn anything new?
   c. How did the data and engagement feedback inform or influence this analysis?
   d. In general, what impact did the RET have on the final outcome or decision(s) to be made?

   i. If it is too early to determine this, what key insights or recommendations were provided to key stakeholders or decision-makers?
   ii. How will you assess the impact of these decisions after implementation?
e. Were you able to meet your identified goals and outcomes? Why or why not?

VI. Report out

a. Aside from this report, how will the information from this analysis be shared internally?
b. How will the results of this analysis be shared with the public?

Appendix E

SOUNDTRANSIT

Equitable Engagement Tool

Prepared by the
Office of Civil Rights,
Equity & Inclusion

Table of Contents

Introduction **4**
What is equitable community engagement? **4**
What is community engagement? 4
What is equitable community engagement? 4
What are the benefits of equitable engagement? 5
Four core pillars: guiding principles and practices of equitable engagement 5
What is co-creation and community-led decision-making? 6
Why does it matter? 6
What types of things can Sound Transit co-develop with communities? 6
The Nuts and Bolts of the Equitable Engagement Tool **7**
What is an Equitable Engagement Tool? 7
How will I know if I should use an EET? 8
EET implementation and planning process 9
EET Team Member Roles & Responsibilities **9**
Engagement consultants 10
Quick tips to complete this tool 11
What to do upon completion of the EET 11
Equitable Engagement Guiding Questions **11**
Section One: Identifying purpose, goals and outcomes 12
Section Two: Identify your audience 12
Geographic data 13
Population data 13
Section Three: Select the appropriate level of engagement 13
Levels of engagement 15
Section Four: Planning and implementing the engagement 16
Part A: Understanding the barriers to participation 16
Part B: Engaging diverse communities with cultural competence 18
Part C: Documenting and data tracking 19
Section Five: Evaluation and reporting out 20
General Strategies 20
Beyond Words: The Power of Image and Video 21
Section Six: Sustaining relationships 22
Resource Cited or Consulted **24**

Appendix A **25**
Glossary of Terms 25
Appendix B **26**
Strategies and tactics for meaningful community engagement 26
Appendix C **28**
Engaging diverse communities with cultural competence 28
How do I develop a culturally competent mindset? 28
Social and cultural norms and customs 29
Dos and don’ts of cultural competence 30
Appendix D **32**
Understanding community-led approaches 32
Appendix E **36**
EET Resource Guide 36

Acknowledgements

The Equitable Engagement Tool was developed in partnership with Sound Transit staff including, but not limited to, those in the Community Engagement division, Government and Community Relations as well as those engaged through Sound Transit’s employee-led groups, equity subcommittees, Equity Steering Committee and equity tool pilots.

We thank you not only for your contributions but for your tireless commitment and dedication to ensuring equitable outcomes for all.

Introduction

Sound Transit is in a pivotal time of growth and opportunity as we expand our services in King, Pierce and Snohomish counties. In an increasingly global community rich with diversity, we have an obligation to not only provide a first-class transit service, but to do so in fulfillment of our organizational mission: connecting more people to more places to make life better and create equitable opportunities for all. But how do we know we're actually achieving what we've set out to do?

In 2019, Sound Transit adopted an **Equity and Inclusion Policy** that reaffirmed our commitment to ensure the most equitable outcomes possible for all Sound Transit stakeholders, including employees, passengers and the community at large. Transportation isn't just about the mechanics of building rails and bus routes; it's also a critical driver of equity. It determines whether or not people can get to their jobs, schools, grocery stores, medical centers and other essential destinations. It connects people to their community and provides access to recreational activities that increase mental, emotional and physical well-being.

While the benefits are vast, so too is the potential to cause unintended harm to the communities, businesses and individuals who work, reside or recreate within our service area. By centering people in our work, we're better able to contribute to a better quality of life and promote equitable opportunities for all while at the same time ensuring long-term sustainability of our projects and services.

What is equitable community engagement?

What is community engagement?

Community engagement is the process of proactively seeking community input to ensure we make agency decisions with a full and complete understanding of how those decisions might impact the public. It empowers community by ensuring they have full access to information and opportunities to propose ideas and come up with collective solutions related to agency initiatives.

What is equitable community engagement?

Equitable community engagement is the act of ensuring the full inclusion of all voices in the community, particularly those who have been, and continue to be, denied access to power. The practices that define equitable engagement are meant to result in high levels of participation from those who are most likely to be adversely impacted by agency initiatives and who are historically excluded and underrepresented in these conversations.

"Regions are equitable when all residents, regardless of their race/ethnicity, nativity, neighborhood of residence, or other characteristics, are fully able to participate in the region's economic vitality, contribute to the region's readiness for the future, and connect to those region's assets and resources. Even further, those in leadership positions ask who needs to be at the table in each discussion and ensure they are invited."

Equitable Growth Profile of the Research Triangle Region

What are the benefits of equitable engagement?

For Sound Transit	For the community
• More informed decision-making and decreased potential to cause harm • Better understanding of community needs and priorities • Improved relationship with the community • Greater diversity of knowledge, ideas and information • Broader and more diverse networks for information gathering/sharing • More adaptive and innovative problem-solving • Greater support for agency initiatives	• Greater partnership in, and ability to influence, decisions that impact them • Deeper understanding of issues and ability to effectively self-advocate • Improved relationship with Sound Transit • More relevant and useful services from Sound Transit

Four core pillars: guiding principles and practices of equitable engagement

Below are the four core pillars of equitable engagement. Like the legs of a chair, they work in unison to form the balanced foundation of this work. Each pillar has an associated set of guiding principles and practices that reflect our moral or ethical values and establish ***what we believe in*** as it relates to equitably engaging the public.

Cultural Competence

- Understand the relationship between institutional/systemic racism and other forms of oppression and its impact on historically excluded communities
- Learn more fully about the power dynamics within and among communities
- Awareness and respect of cultural norms and customs
- Culturally competent staff and consultants
- Psychologically safe space where community can show up as their authentic selves

Responsive to Community

- What does the community care about at this moment?
- Understand barriers to participation
- Community-driven decision-making
- Amplify the desires, needs and concerns of the community
- Look for opportunities to meaningfully collaborate and co-create with community
- Continuous improvement based on community feedback

Resource Investment

- Community informs how to more equitably distribute ST resources
- Compensate community for their time and expertise
- Support community innovation from within
- Build capacity by reinvesting in community
- Develop and invest in systems change that will support the standardization of equitable engagement practices
- Ensure adequate financial and staff resources to do the work

Relationship Building

- Put relationships first
- Balance uneven power dynamics
- Honor the lived experiences and perspectives of diverse audiences
- Clear and transparent communication
- Be accountable to community and take responsibility for missteps, past or present
- Cultivate and steward long term relationships with historically excluded communities

Central to the practice of equitable engagement is the act of co-creation and community-led decision-making as of way to combat power imbalances that exist between traditional

'authorities' and the communities who face inequities. This does not mean that the community possesses ultimate decision-making power over agency decisions, as this is not always possible (decisions that get made by the Sound Transit Board, for example). However, sharing power does call us to identify opportunities where the public can meaningfully participate in shaping a particular outcome. This is a shift in the way Sound Transit has traditionally approached engagement, but creating a participatory and inclusive culture is incredibly important to the agency's current and future success.

What is co-creation and community-led decision-making?

The collaborative development of new value (concepts, solutions, products and services) together with subject matter experts and community stakeholders working together as peers. Co-creation is a form of collaborative innovation where ideas are shared and improved together through all stages of a process, from ideation to vetting to implementation.

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*"Community-led decision-making is the act of allowing a decision to be made via a collective, community process. It uses the practice of empowerment, mutual learning and consensus building to create bottom-up, citizen driven change. . .community-led approaches that are initiated by organizations attempt to give power to those who are closest to the issue. They tend to be less-defined, more organic processes guided by a set of principles focused on **how** the community is engaged to make change."*

Tamarack Institute, "Understanding Community-Led Approaches to Community Change"

Why does it matter?

Unlike crowdsourcing (a widespread call to contribute focused on quantity vs. quality), co-creation engages a small but representative group of community stakeholders. The process of co-creation generates richer and deeper knowledge while cultivating community buy-in and sense of ownership. Instead of speaking on behalf of community, communities are able to speak on behalf of themselves. In addition to combating power imbalances, it provides an opportunity to deepen the relationships we have with passengers and the community at large.

What types of things can Sound Transit co-develop with communities?

- New programs or agency initiatives
- SOPs or policies
- Strategy development
- Problem-solving on a variety of issues

Asking the community how they would like to be engaged is an important first step in this process. Another important element in establishing and maintaining community relationships is regular and consistent meetings. Not all communities in all situations are ready, able or interested in taking on a community-owned, community-driven, or even community-shaped approach (see table below). Community-led approaches are effective when there is a regular opportunity for engagement, a shared community concern ("this affects me"), a sense of responsibility ("I have a duty to respond"), and a desire to act ("this is a priority for me").

Community Owned	*Community Driven*	*Community Shaped*	*Community Informed*
Local visions for change are defined and implemented by the community, who are in control of all resources, parameters and decisions.	Local visions for change are created in partnership with community members and organizations, who share resources and collaborate to set parameters and make decisions.	Local visions for change are defined by the community within a set of parameters that are provided by an organization to achieve shared goals.	Visions for change are adapted to suit the local context through community consultation.

Community-Led Organization-Led

**For more information on community-led vs. organization-led approaches, see Appendix C.*

The Nuts and Bolts of the Equitable Engagement Tool

What is an Equitable Engagement Tool?

The Equitable Engagement Tool is designed to integrate an explicit consideration of equity and inclusion into Sound Transit's community engagement efforts as well as ensure consistency in both process and methodology. The tool provides a framework, best practices and guiding questions that will aid users in the following:

- Identifying clear goals, objectives and outcomes for engagement
- Identifying the priority populations/audiences for engagement
- Ensuring a comprehensive understanding of the communities being engaged
- Selecting the appropriate level of outreach or engagement
- Developing an engagement plan
- Measuring impact
- Sustaining relationships into the future

Using the EET early in the engagement planning process allows you to align your equitable engagement goals and desired outcomes. If equity is not explicitly considered until the last minute, it may damage the agency's relationship with community stakeholders and, most importantly, it may cause further harm to those who have been most impacted by institutional and systemic racism as well as other forms of oppression.

NOTE: If you are using the EET as part of a racial equity analysis (and using the Racial Equity Toolkit or RET), you may notice some redundancies in some of the content. Where needed, combine and/or consolidate your information.

How will I know if I should use an EET?

At this time, the EET will only be available to the following people:

- Employees/consultants within Government and Community Relations (GCR) or the Community Engagement division
- Employees who are using the EET as part of a racial equity analysis (i.e. using a RET)

Questions to ask	Options based on answers
Are you conducting a racial equity analysis for this topic using Sound Transit's Racial Equity Toolkit (RET)?	If **YES**, you will likely need to conduct engagement. Community or stakeholder engagement is an integral part of a racial equity analysis as it can provide insight that you may not gain through other methods of data collection. The EET is meant to supplement the RET, and we recommend they be used together. If **NO**, you may want to consider whether or not a full racial equity analysis *should* be applied to this topic. If there's a need for equitable engagement, there's often a racial equity aspect. See the RET (posted on the Hub homepage under "Popular Tools and Resources") for more information.
Does your topic have the potential to impact the community, particularly, historically excluded communities?	If **YES,** it's recommended that you use the EET to determine what type of engagement might be needed, who needs to be engaged and how. You may also want to consider utilizing the RET depending on the topic and/or decision to be made. If **NO or you're not sure**; what data have you gathered to inform this decision? Consider using the RET to help answer this question.
Will community input realistically influence the outcome?	If **YES**, that's great news! Using the public's time and experience responsibly is critical to developing trust. If **NO**, then consider why that is. For instance, if the issue is time, is there an opportunity to extend the timeline so that the community can be meaningfully engaged? What other steps might be taken to ensure community voice is heard? If there is no resolution, then you are most likely going to inform instead of engage (see Section 3 for the various levels of engagement).

EET implementation and planning process

If you are using the EET as part of the RET, you should have someone from Communications and/or GCR in your work group already. (If you don't, please contact CREI and we will help coordinate the necessary resources.) While this person may lead or co-lead the engagement planning and implementation process, they should be doing so in partnership with the RET project manager(s) and work group.

If this tool is being used as a standalone (i.e. not paired with a RET) it's recommended that an EET project manager(s) (if not yourself) is identified and a cross-disciplinary work group be created. This work group can be any size you deem necessary to get the job done and should be comprised of employees and/or consultants who represent diverse skillsets, experiences and insights into the communities with whom you're hoping to engage. Members of this group will act as thought partners and help develop (and possibly implement) the engagement plan.

**Please note: any planned outreach or engagement of Tribal Nations must be coordinated through Sound Transit's Director of Tribal Relations Dezerae Hayes.*

EET Team Member Roles & Responsibilities

Role	Responsibilities	Knowledge, Skills and Competencies
EET Project Manager(s)	**Manage the EET process from planning through execution of final outcomes/deliverables.** • Select EET workgroup members • Coordinate, communicate and collaborate regularly with relevant stakeholder groups including CREI • Organize & facilitate EET work group kick-off • Collaborate with work group to determine roles/responsibilities • Coordinate and facilitate regular EET work group meetings • Manage the project timeline to ensure engagement planning milestones are met (as determined by the work group) • Share key findings with the appropriate members of Sound Transit's leadership, key decision-makers and other stakeholders • Create and submit final report with any findings, action items, lessons learned, etc.	• Working knowledge of the proposed topic • Foundational understanding of equity and racial equity principles and concepts • Critical thinker with exceptional problem-solving abilities • Genuine desire to lead a group through the EET process • Comfortable facilitating discussions about race or other equity-related topics • Desire to build self, and others', awareness of equity and social justice issues • Humility and desire for personal growth and learning • Ability to manage multiple ongoing priorities while ensuring deliverables are met • Can effectively lead groups with diverse experiences and perspectives **RECOMMENDED training** Sound Transit STARTS series • EEO • Check Yourself: Recognizing and Disrupting Implicit Bias (e-Learn) • The Journey – Inclusion Through Education • Toward Organizational Equity

Role	Responsibilities	Knowledge, Skills and Competencies
	• Complete evaluation upon project close-out	
EET Work Group Members (including consultants)	• Provide thought leadership to the EET PMs and work group. • Attend and actively participate in regular work group meetings. • Complete tasks and meet deliverables as assigned. • Complete evaluation upon project close-out.	• Critical thinker with exceptional problem-solving abilities. • Comfortable participating in discussions about equity and race. • Humility and desire for personal growth and learning. • Ability to manage multiple ongoing priorities **RECOMMENDED Training** Sound Transit STARTS series • EEO • Check Yourself: Recognizing and Disrupting Implicit Bias • The Journey – Inclusion Through Education • Toward Organizational Equity
CREI	• Collaborate/coordinate equitable engagement efforts with GCR and Community Engagement division • Provide technical support as agreed upon by both parties (may be ad-hoc or on a regular schedule) • Distribute EET evaluations at project close-out	N/A

Engagement consultants

Engagement consultants offer many benefits such as subject matter expertise, networks and relationships with stakeholders, as well as the capacity to aid in both developing and implementing an outreach or engagement plan. That said, not all consultants should be considered equal when it comes to understanding the principles of not just community engagement, but equitable community engagement. Here are some things to think about as you decide whether to bring on a consultant:

- Does the consulting firm have a proven track record of being able to effectively engage historically underrepresented communities, particularly communities of color? How do you know?
- What existing relationships does the consulting firm have with historically underrepresented communities, particularly communities of color? If they don't have any, why might that be?
- Does the consulting firm espouse the values of equity and/or anti-racism within their mission, vision, values or program framework?

- Representation matters. Is the consulting team (or the engagement team in general) racially/ethnically and linguistically diverse?
- Is the consulting firm open to partaking in equitable engagement work as it is outlined within this tool?
- What specific equity-related goals and deliverables will you expect from the consultant?
- Are we providing opportunities for new consultants/consulting firms to compete for contracts?
- Is there a way to reinvest our dollars into the community by contracting with trusted community organizations, advocates and organizers?

Last but not least, if you're planning to procure an engagement consultant, it's recommended that the RFP and selection criteria clearly prioritize equity, anti-racism and community-centered engagement approaches. Be aware that, for many smaller community-based firms, Sound Transit's current RFP process presents many obstacles and barriers that may prevent some from applying. Do your best to understand, mitigate or reduce these barriers.

Quick tips to complete this tool

- Begin using this tool as early in your planning process as possible, allowing enough time to work through the questions **and** incorporate key insights into your engagement plan.
- *Be sure to review the entire tool first* to ensure a high-level understanding of the EET outline from beginning to end. This will help you to organize your work and the work of the EET work group.
- Document your process as you go along, especially key decision points, in case you need to refer back to and/or explain your approach.

What to do upon completion of the EET

If the EET is used to supplement a RET, include an overview of the engagement process, implementation plan and outcomes in the final report. See the RET final report template for more information.

If the EET is used as a standalone tool, follow the established department process for completing/closing out community outreach and engagement activities. Consider how you will report the information to internal and external stakeholders and how relationships will be managed moving forward. See section 4 and section 5 for more information.

Lastly, the EET is meant to evolve and grow as we continue to learn how to better and more equitably engage the public. While not required, we would love to hear your feedback about how the EET process worked. If you're interested in providing feedback via a short survey, please contact CREI for a link.

Equitable Engagement Guiding Questions

The following questions are intended to guide conversation and inform the engagement plan. While they're organized in a somewhat sequential fashion, feel free to customize the tool as needed. You may need to implement multiple engagement activities in order to achieve your

outcomes or reach different audiences, so be sure to ask yourself the same questions for every distinct effort.

Section One: Identifying purpose, goals and outcomes

Identifying the purpose of engagement may seem like an obvious first step, but it's important for everyone to have a clear and shared understanding of what information or expertise you're seeking from the public as well as what you're hoping to gain. Understanding this will also help inform what level of engagement you should use.

1. **What is the topic or proposal you'll be taking to the community?**
   - What are the expected and perceived impacts on passengers and community?
   - Have you already identified any equity-related concerns? If so, what are they?
2. **How will the information be used?** Is it informing a particular decision? Is it being used to evaluate the effectiveness of a product or service?
3. **What is Sound Transit hoping to gain by engaging the community?**
   - What does ST risk by engaging the community?
   - What does ST risk by not engaging the community?
4. **What can the community expect to gain by engaging with Sound Transit?**
5. **What specific goals or outcomes have you identified for this engagement?** Think about this in relation to the specific topic as well as any engagement-based goals.
   - What indicators of success will you use?
   - How, specifically, will you measure progress?
   - What do you need from Sound Transit and/or the community to be successful?
   - How will you know if and when to change your methods?

TIP: Think about the positive and/or negative impacts to both people and places. This includes homes, shelters, food banks and grocery stores, medical facilities, jobs, nonprofits/community-based organizations, parks, schools, religious institutions, small and minority-owned businesses, etc.

When considering impacts to people, be sure to place an emphasis on communities that have been excluded from power and decision-making, such as people of color, linguistically diverse populations, refugees and immigrants, low-wealth populations, unhoused populations, people with disabilities, youth, etc.

If there is a potential for adverse impacts to communities of color specifically, you may want to consider undergoing a full racial equity analysis (using the RET) if you are not already doing so.

Section Two: Identify your audience

In order to determine your audience, you'll need to do a little research and data collection. In Section One, you identified potential impacts of the topic or proposal that will be the focus of your engagement. If you haven't done so already, drill down even further to identify specific

demographic populations that may be most affected or have previously experienced harm. This could be based on:

Geographic data

- Are there specific geographic areas that will be most affected?
- If so, what are the demographics of those living, working or recreating in that area?

Population data

Examples: Race, gender, income, language, refugee/immigrant, people with disabilities, age, vehicle ownership, renter vs. homeowner, education, health statistics, employment, etc.

When answering the questions below, be intentional and specific. Disaggregate the data. People of color are not a monolithic group, and we must consider subpopulations with differing and unique experiences and needs. We must also consider how intersecting forms of oppression impact people and communities differently. For example, how might an Asian woman with a physical disability experience our system differently than a white able-bodied woman? They are both women, but they may interact with our transit system in completely different ways based on not only their gender identity, but their race and physical ability.

Last but not least, consider what non-profits, community-based organizations, coalitions, etc. we already have existing relationships with. This may require internal coordination with other individuals and/or departments, but oftentimes our employees are highly connected to community either through their personal and/or professional networks. They can lend insight into the various nuances of certain community groups or facilitate an introduction. Working through partners who are rooted in the community is vital to effective and equitable community engagement. If there is no existing partnership, this may be an opportunity to develop one!

6. **Who is the topic or proposal most likely to negatively impact?**
7. **Which groups have previous engagement efforts led by Sound Transit historically excluded or underrepresented?**
   - How might this effect their perception of ST and our attempts to engage?
8. **Which groups have our previous engagement efforts over-represented?**
9. **Do we have an existing partnership with community organizations that work with affected groups? If so, how do we leverage those relationships?**

TIP: Data can be incredibly difficult to source and even more difficult to interpret. Even the U.S. Census Bureau has inherent inequities, with some populations being underreported and other potential inaccuracies. This is why it's important to utilize multiple sources of information for your analysis. Visit the **Equity & Inclusion Resource Center** for a list of potential data sources. Sound Transit's Geographic Information System (GIS) and Research Program (PX) are also great sources of data and information specific to Sound Transit passengers and populations.

Section Three: Select the appropriate level of engagement

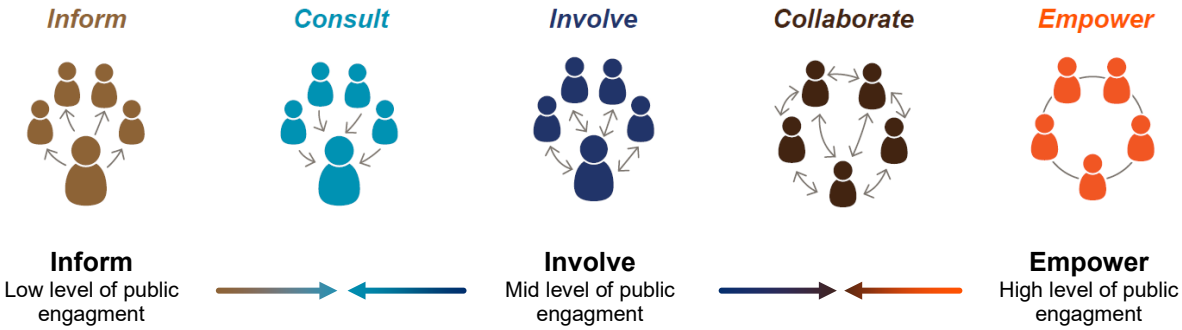
Using the International Association for Public Participation (IAP2) Public Participation Spectrum (below) and the response to questions one and two, identify what level of engagement is most

appropriate for your purposes. Not all Sound Transit initiatives require a high level of engagement. You may also use varying levels of engagement based on the audience, or you may find that, after implementation, a higher level of engagement is needed.

The name of the game is remaining flexible. It's likely that a higher level of impact on the lives of passengers and community will require more collaboration and power-sharing tactics. Remember that transparency is a key characteristic of building trust. Identifying the appropriate level of engagement is essential in order to effectively communicate what we expect from the community and what they can expect from us.

*(See **"Levels of engagement"** diagram on next page)*

Levels of engagement



	Inform	Consult	Involve	Collaborate	Empower
Promise to community	We'll provide stakeholders and community members with balanced and objective information to assist them in understanding how the project or proposal will affect them.	We'll keep the community informed, obtain and consider public input, and acknowledge concerns from stakeholders and community members.	We'll invite stakeholders and community members into the process from the beginning and offer ongoing opportunities to provide input throughout. Sound Transit will work to ensure the consideration of concerns and feedback in the decision-making process.	We'll engage stakeholders and community members in all key activities and decision-making, and we'll integrate input to the maximum extent possible. Consensus is the goal.	Sound Transit will act in an advisory capacity but give decision-making authority to the public on all or part of the decision.
Potential engagement strategies *See Appendix A for definitions and functions of strategies listed.*	Newsletters, social media, automated announcements, press releases, advertisements, briefings, fact sheets, door-to-door, tabling.	Focus groups, surveys, public comment.	Online open houses, listening sessions, workshops.	Advisory committees, steering committees, work groups, citizen advisory committees.	Planning councils, coalitions, advisory boards, ballots.

10. What level of engagement is most appropriate for your purposes?

Consider the following:

- Is there time to conduct meaningful engagement?
- Is this a topic that has the potential to disproportionately and/or adversely impact communities of color or other historically excluded groups?
- Is there a high degree of public interest in this topic?
- Was the community already consulted on this topic in the past?
- To what extent can the community realistically expect to influence the outcome?
- What decisions have already been made and how?
- Who are the final decision-makers?
- What money or other resources are available to fund this effort?
- Is there any opportunity to co-create and/or share decision-making power with community?

11. How might the level of engagement vary based on the audience?

Section Four: Planning and implementing the engagement

While you're putting together your engagement plan, take into consideration the following components.

Part A: Understanding the barriers to participation

One of the first steps to engaging effectively, especially with underrepresented populations, is to understand the barriers that may prevent participation. While some barriers may be obvious, it's important to understand the barriers that are unique to your particular audience.

Physical barriers

Barrier	Mitigation tactic(s)
Transportation	• Provide pre-loaded ORCA cards. • Run a shuttle to/from the engagement location. • Conduct engagement events in locations that are easy for people to walk/roll to/from their residences or place of employment or that are close to high-frequency transit.
Childcare	• Partner with a licensed childcare provider to offer free childcare on-site. • Offer ST-facilitated activities for children during the engagement event.

Barrier	Mitigation tactic(s)
Work schedule	• Offer engagement activities outside of traditional work hours/days. • Compensate participants so they can make up a portion of their wages should they need to take time off to participate.* • Offer engagement activities at different times/days.
Lack of access for people with physical disabilities **Per Title VII, ADA access is required*	Ensure that: • Meeting spaces are ADA accessible. • Online/virtual platforms utilize closed captioning or subtitles. • Documents are compatible with screen readers. • Documents/presentations are sent ahead of time. • Notify participants ahead of time about seating accommodations and ensure that the space if comfortable for people living in larger bodies. • Ask about accessibility needs at least one week prior to the event (possibly more depending on how much time is needed to arrange accommodations).
Access to technology	• Provide a variety of ways to access and engage that don't require the use of a phone, internet or computer. **Examples:** *Flyers, brochures, paper comment forms, posters, mailers, phone interviews, vehicle signage, etc.*

Invisible barriers

Barrier	Mitigation tactic(s)
Lack of interest	• Partner with trusted community organizations and/or community leaders to help spread the word to their networks. • Offer an incentive in the form of compensation, food/beverages, free raffle for ST swag, etc. • Use plain language instead of technical jargon so people can understand the subject. • Ensure that virtual and in-person engagements are as interactive and engaging as possible using platforms like **Ideaboardz**, creating interactive online quizzes, using breakout rooms for smaller group discussions, etc.
Lack of trust in, or fear of, government institutions	• Partner with trusted community organizations and/or community leaders to develop the engagement plan. • Be present at events in communities of color. • Host in-person events in community centers, libraries, local coffee shops and other trusted locations rather than locations

Barrier	Mitigation tactic(s)
	that may be intimidating for attendees (like city halls, office buildings, etc.).
Language access **Per Title VII, ADA access is required*	• Identify the top spoken languages among your audience. • Ensure materials (virtual and in-person) are translated into relevant languages, including both print and audio. • Offer interpreter services on-site for both in-person and virtual. • When possible, use pictograms/graphics to convey messages. For more information on the Title VI Language Assistance Plan, click **here**. Click the link for **translation** or **interpreter** services.
Religious or cultural holidays or other observances	• Research the community ahead of time to ensure that meetings are not scheduled during holidays or other culturally significant times.

12. **What specific barriers exist that might prevent the community from engaging in your event?**
    - How do you know?
    - What will you do to eliminate or mitigate those barriers?
13. **What resources or communication channels already exist within the community that you might be able to leverage?**

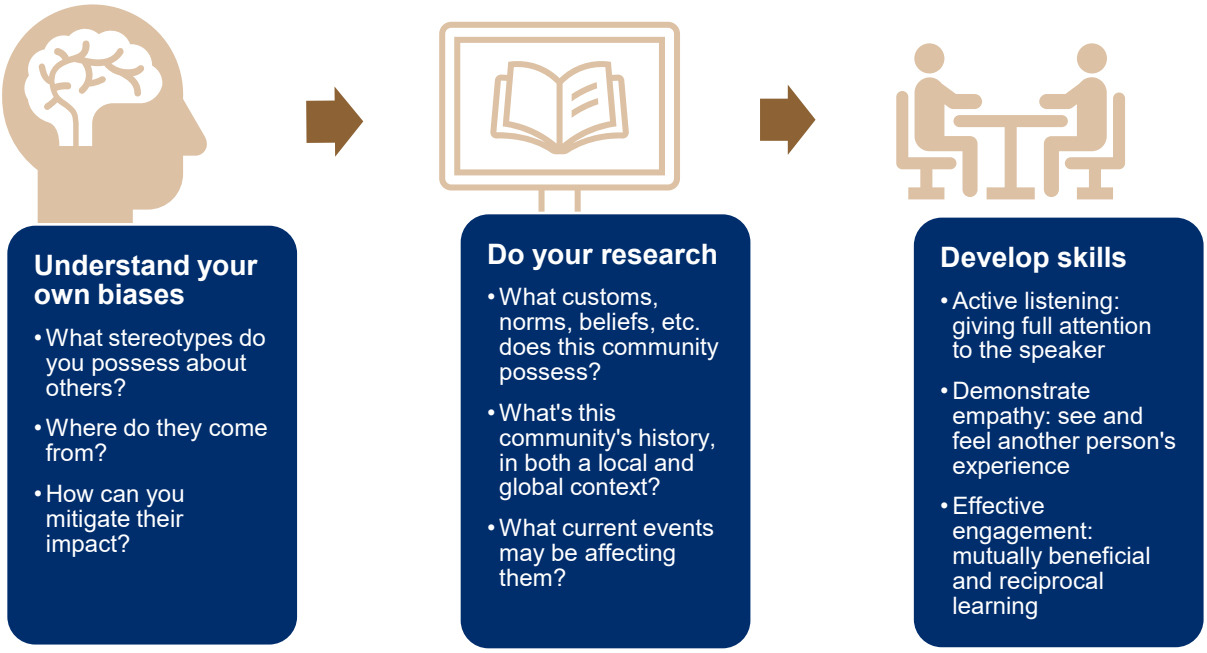
***Note:** *At this time, Sound Transit does not have a compensation policy or compensation guidelines. It's always best practice to compensate the community for their time, particularly for engagements that will be longer in length (3+ hours) and/or ongoing (i.e. monthly meetings). This could take the form of individual stipends for each person or a lump sum (in the form of donation or sponsorship) to the organization. Or consider incentivizing an engagement activity like an online open house with an opportunity for participants to win a gift card to a restaurant (or other establishment) of their choice. This is a great way to support local small businesses, and it's relatively low cost!*

Further compensation guidance will be developed in 2022.

Part B: Engaging diverse communities with cultural competence

Determining who is best suited to engage the community is just as important as how you engage them. Whether it's an employee or a consultant, relationships are too often damaged before they even begin due to our own lack of self-awareness and lack of awareness of others. Being aware of how we show up in a given space as well as being knowledgeable about the community we're engaging are critical elements to being culturally competent.

Cultural competence is defined as the ability to understand, appreciate and interact with people from cultures or belief systems different from one's own. It allows us to effectively interact, work and develop meaningful relationships with people from diverse cultural backgrounds. Cultural competence requires leading with humility and a growth mindset, as it's something we can develop and strengthen over time. All it requires is a desire to listen and learn. In this work it's critical that we honor the lived experiences and perspectives of others, regardless of whether or not we agree with them. Our role is not to judge, but to grow our understanding so that we know how to better support, advocate for and elevate the voices of others. While culture can encompass many things, for the purpose of engaging communities, we'll focus on culture as it relates to beliefs, customs, norms and behaviors. For additional guidance on this topic, visit Appendix C.


Understand your own biases
• What stereotypes do you possess about others?
• Where do they come from?
• How can you mitigate their impact?
Do your research
• What customs, norms, beliefs, etc. does this community possess?
• What's this community's history, in both a local and global context?
• What current events may be affecting them?
Develop skills
• Active listening: giving full attention to the speaker
• Demonstrate empathy: see and feel another person's experience
• Effective engagement: mutually beneficial and reciprocal learning

14. Who is best suited to engage this particular audience?

- Will you use a consultant, employees or both?
- Who has a pre-existing and mutually trusting relationship with this audience?
- Who has knowledge of, or experience with, this cultural community?

Part C: Documenting and data tracking

As part of our effort to increase agencywide outreach and engagement coordination and to ensure we meet the objectives of our equitable engagement plan, all community engagement activities should be documented. We recommend you collect the following information:

- Name and contact info of organization(s) engaged
- Name of relationship manager
- Name of point of contact for each organization

- Date/time of engagement
- Engagement type
- Number of attendees
- Summary of engagement including what measures were taken to facilitate participation by historically underrepresented groups
- How do they like to receive information?
- Any other information others may want to know when planning to engage this individual/group

15. **What additional information or data do you intend to capture during this event?** We encourage everyone to collect demographic data where possible (race/ethnicity, gender, age, income range, primary spoken language, city of residence, renter/homeowner, etc.). *This should be voluntary for participants.*

16. **How will you know if you're on track to meet the engagement goals identified in question 4?**
    - How frequently will you evaluate this?

17. **How will you document any feedback, questions or concerns shared?**
    - How and when will you report back on these?
    - How will you address any "parking lot" items (topics that are not directly related to the purpose of your engagement)?

TIP: *Be flexible in your agenda, or better yet, don't come with a formal agenda (at least not at first). Maybe your first interaction is a listening session and an opportunity to get to know one another instead of a presentation about the parking garage under construction. Centering community means that your focus should be first and foremost on relationship building, and while you may have an agenda planned, the community might want to discuss matters that seem unrelated. That's OK! That means they feel like you're listening and care about their ideas and concerns. Think about how you'll guide the conversation should this happen, so the community feels validated and heard while still obtaining the outcome you're looking for.*

Section Five: Evaluation and reporting out

Now that you've completed your engagement activities, you likely have a wealth of information to report on. Effective engagement often takes the form of storytelling, so think about the narrative, image or story that you want to illustrate for internal and external stakeholders. It's critical to ensure that the community understands how their input and participation affected the final outcome. Below are some strategies and best practices for communicating all that has been learned during this process.

General Strategies

Lead with shared values

When developing any communication, first consider your audience (as specifically as you can) and your goal. Then, identify shared values and consider how those values align with your goal.

Be relentless about vision

Our vision is our north star — say it over and over again until it's irrefutable.

Balance data with story

Embed data and visualizations within a narrative — facts are far more interesting in the context of people's real lives.

No one likes to be labeled

Avoid negative, evaluative labels at all costs. Even seemingly neutral labels like “millennial” carry negative connotations for some audiences. Coded language can unintentionally trigger implicit bias.

Assumptions are just that

Communicate based on fact, not assumptions, particularly about motivation behind behavior. Avoid charged, blaming phrases.

Generalizations are shortcuts

Avoid generalizations. Cite research-based trends or patterns instead if they exist.

Be reflective

Check your perspective — am I a part of the group I’m describing? What perspective or information might I be missing?

Beyond Words: The Power of Image and Video

We know intuitively that a picture is worth a thousand words, but as communicators, we are rarely as thoughtful about our images as we are our language.

Invest in imagery

Often, photos are chosen last-minute, even if they're not quite right. Spend time sourcing and using thoughtful images, graphics and video whenever communicating about equity work. A few hours spent on an infographic may help all communities understand data far better than endless hours of work on a wordy report only a few people will ever read.

Be true to real communities

Use images that authentically reflect the diversity or lack thereof in the community or institution being portrayed. Resist the urge to select visually diverse images for the sake of visual diversity if authentic diversity doesn't exist.

Avoid stereotypes & appropriation

Be cautious when selecting images about reinforcing stereotypes about any group. Today, we would never choose a person vacuuming in an apron and heels to portray a "woman" — be equally vigilant with stereotypes (positive or negative) associated with any racial group. In addition, always ask permission (or check permissions on a photograph) to avoid leveraging someone's image without their knowledge. This is particularly important with community members.

Beware visual tokenism

The concept of "tokenism" refers to inclusion of a single person of color's perspective for the sake of "diversity." Often, that person is also unfairly asked to speak for or represent the views of the entire racial group she belongs to. A visual manifestation of this phenomenon might appear in photo selection on a website or brochure, or the inclusion of only one "talking head" person of color in a video.

Avoid whitewashing

We are immersed in a marketing and communications culture with a pervasive (conscious and unconscious) trend toward lightening dark skin. On top of biases that favor white people, lighter-skinned people of color are portrayed as more acceptable than people of color with darker skin. Avoid "whitening" either through photo or spokesperson selection or software.

Adapted from: GARE Communications Guide 2018

18. **What were the key findings or takeaways from your engagement as it relates to the topic or proposal?**
    - What, if anything, did you hear that was not directly related to your topic? How might those issues relate to ST?
    - How might we provide opportunities, if desired, for the community to speak on their own behalf (i.e. public comment, letters to the agency leadership/board, etc.)
19. **Did you meet the goals of your engagement identified in Question 4? Why or why not?**
20. **What were your takeaways or lessons learned?**
    - What went well?
    - What might you have done differently?
    - What will you do next time?
    - What would you recommend to others?
21. **What format will your report(s) take (presentation, narrative document, video, etc.)? (Remember, a written summary report is required as part of this process.)**
22. **How will you share the results of your engagement internally?**
    - Who does it impact?
    - Who needs to be informed?
23. **How and when will you report back to the individuals and/or organizations you engaged?**

Section Six: Sustaining relationships

A primary component of equitable engagement is ensuring we maintain the relationships we've built through the engagement process, even beyond the lifetime of a project or other proposal. It may take several interactions over several years to develop the level of trust we're striving for.

Like a garden, we must tend to and cultivate our relationships with intention and purpose in order for them to thrive.

24. Who will manage this relationship moving forward?

- If this engagement is being handed off to someone else, what information do they need to be successful?
- Has this been shared with community partners?
- Do community partners know how to contact the relationship manager(s)?

25. What tactics will be used to maintain relationships with those we've engaged?

- Who will be responsible for this?
- How will this be tracked?

26. What opportunities exist for further engagement with community partners?
This doesn't necessarily need to be related to your topic or proposal.

- Participation on agency advisory committees
- Sponsorship and workplace giving opportunities
- Employment opportunities
- Engagement on new or current ST topics
- Employee Resource Group or Network engagement opportunities
- Youth engagement

27. How can we connect community partners to new opportunities and resources beyond Sound Transit?

Resource Cited or Consulted

Attygalle, Lisa. Tamarack Institute, Understanding Community-Led Approaches to Community Change

Boston Public Health Commission, Community Engagement Plan; 2016-2019

City of Durham, Equitable Community Engagement Blueprint

City of Guelph, Community Engagement Framework

City of Issaquah (2017). Public Engagement Toolkit

City of Seattle, Racial Equity Toolkit

Facilitating Power, The Spectrum of Community Engagement to Ownership

Government Alliance on Race & Equity Communications Guide (2018)

Government Alliance on Race & Equity (2018). Racial Equity Toolkit: An Opportunity to Operationalize Equity.

International Association for Public Participation (IAP2) Spectrum of Public Participation

King County Community Engagement Guide (2011).

Policy Link and Kirwan Institute, The Sustainable Communities Initiative; The Community Engagement Guide for Sustainable Communities

State of Colorado, Community Partnership Principles Guide

Sunshine Coast Council, Community Engagement Framework (No longer available online. PDF only)

Appendix A

Glossary of Terms

Term	Definition
Community	A group of people living in the same geographic location and/or having shared identities related to cultural norms, religion, values, customs or identities.
Engagement	Any two-way interaction between the agency and the public for the purpose of sharing information, gathering input, learning or building relationships.
Equity	Fairness in process, distribution of resources, opportunity and provision of varying levels of support, based upon need to achieve greater fairness of outcomes.
Inclusion	Involvement and empowerment, where everyone feels welcomed, respected, supported and valued.
LEP	Limited English proficiency. To avoid deficit-framing, do not refer to “LEP passengers” or “LEP groups,” etc. Instead, individuals or communities who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English are better identified as “people with limited proficiency in English.”
Outreach	A one-way communication where the main function is to inform, provide a service, or gather information or data.
Racial equity	Acknowledgement of historical inequity based on race, where race no longer determines one’s socioeconomic outcomes and when everyone has what they need to thrive.
Stakeholder	An individual or group who has an interest in any decision or activity of an organization. This can apply to individuals, CBOs/non-profits, public and private entities, advisory bodies, jurisdictions, etc.
Title VI of the Civil Rights Act of 1964	Prohibits discrimination on the basis of race, color and national origin in all programs or activities receiving federal funding.

Appendix B

Strategies and tactics for meaningful community engagement

Category	Strategies and tactics
Be proactive and targeted in engagement strategies	○ Research the community; know the demographic composition and their history in the area. ○ Work through existing networks of community-based organizations that serve and organize in diverse cultural communities. ○ Attend community meetings and cultural events as a participant. ○ Develop awareness of the racial and economic disparities in your city or region. ○ Seek out relationships with leaders from non-English speaking communities. ○ Translate materials and provide interpretation at community meetings. ○ Engage faith-based organizations to help bring residents on board. ○ Host a “meet and greet” with community organizations and advocacy groups to build connections across sectors and develop partnerships. ○ Build-incentives for engagement that reduce barriers to participation (child-care, food, etc.).
Strategies for engaging communities who’ve been excluded from power	○ Provide opportunities to include substantive representation of people of color or organizations that represent low-income communities in various decision-making capacities. ○ Create many entry points for engagement and recognize the relative levels of power, voice, impact and opportunity for knowledge-sharing and relationship-building that they afford. ○ Stay the course. Listening to the community’s concerns is central to developing and building trust.
Strategies to prioritize community knowledge and concerns	○ Hold listening sessions to surface community concerns by conducting engagement where people already gather. For example, open a food or beverage tab at a local community business and invite the public to stop by. ○ Incorporate storytelling activities into the process to bring liveliness to the conversation. Storytelling is important to many cultures around the world. ○ Work with community leaders to facilitate service area tours with agency leadership or elected officials to highlight assets, opportunities and challenges in low-income communities and communities of color. This develops rapport and a sense of shared concerns between decision-makers and local community. ○ Use diverse communication techniques such as social media, pictures, video, painting, mail, phone, etc.

Category	Strategies and tactics
Strategies for iterative and reflective processes	○ Work with community members and equity organizations to identify benchmarks for success. ○ Establish regular check-ins to gauge progress and obtain feedback.
Strategies to target resources for ongoing engagement	○ Contract with local, community-based organizations in low-income communities and communities of color to conduct engagement processes. ○ Identify a community liaison or community organization who can play an important "bridging" role necessary to close the cultural, relational, racial, language and socio-economic divides. ○ Leverage additional funds to support engagement through partnerships/sponsorship opportunities.

(Adapted from The Sustainable Communities Initiative; Community Engagement Guide for Sustainable Communities)

Appendix C

Engaging diverse communities with cultural competence

Sound Transit serves a global community. The demographics in King County alone are changing rapidly, with Asian and Latinx populations increasing substantially over the last 10 years. According to 2018 census data, the percentage of foreign-born residents grew to 23.5%, with the foreign-born population accounting for 52% of the total population growth. So why does this matter?

Building relationships with diverse communities requires us to be aware of existing cultural dynamics each time we enter community spaces. Cultural competence is not only a best practice, but also a sign of respect and caring. Not only do we further educate ourselves about the communities we engage with, but we deepen and strengthen our relationships.

How do I develop a culturally competent mindset?

You don't need to be a subject matter expert on every single detail of a person or community's history and/or culture, but it's important to have a basic understanding of who you're engaging in order to avoid missteps that could damage the relationship.

The questions in the table below are meant to aid you in this exploration and provide a starting point for *your own research purposes.* They were not designed to be used during an actual engagement event.

Last but not least, remember that there's great diversity within the broader categorizations of race and ethnicity, and therefore culture, so be sure to customize your research accordingly.

Historical analysis and present conditions	
How is the relationship between this population and government institutions (from a local and broader context)? • What laws or policies have been enacted (past and present) that may have a negative impact on this community or population? • If foreign born, what is the role of government in their country of origin? • How might this impact their desire and/or ability to engage with us?	Given the history of institutional and systemic racism in the U.S. and its adverse impact on communities of color, trust may not come easily. **Examples:** Jim Crow laws Stop and frisk Anti-immigration laws Japanese internment camps Indian boarding schools Mandatory sentencing
What current events (either here or abroad) may be affecting this community? • How might this influence their desire and/or ability to engage with us?	**Examples:** Armed conflict Political climate Police brutality Anti-Asian hate crimes COVID-19 impacts Displacement and gentrification Food insecurity Housing insecurity

Historical analysis and present conditions	
How does this community perceive the United States or "western culture?" • Is it favorable or unfavorable? • How might this impact their desire and/or ability to engage with us?	**Examples:** Due to the U.S. invasion of Grenada in 1983, some Grenadians are still apprehensive about having U.S. tourists in the country.

Social and cultural norms and customs

Rules or expectations of behavior and thoughts based on shared beliefs within a specific cultural or social group	
What are the common values, beliefs and customs of this community? • What does the community hold sacred? • Where do they come from? • Why are they important?	
What important cultural or religious traditions or holidays does this community observe? What is the cultural or religious significance?	
Examples	
Dress • What type of clothing is appropriate according to the cultural norms of the community?	**Dress** • Some women in the Muslim community choose to cover their heads with a headscarf (hijab) and dress modestly either in keeping with their Islamic faith or as a symbol of ethnic pride.
Family structure • What does family structure tell you about the priorities of this community? • Why is the family structure this way?	**Family structure** • Communal living – multiple generations living together
Gender • What gender roles exist? • How do norms differ based on gender? • What does the culture believe about gender identity?	**Gender** • Many Native American cultures acknowledge three to five genders: female, male, two-spirit female, two-spirit male, and transgender.

Rules or expectations of behavior and thoughts based on shared beliefs within a specific cultural or social group	
Greetings • What is the customary form of greeting? • How might this differ based on gender? • How do you address different people?	**Greetings** • In some Asian cultures, shake the hands of elders with two hands instead of one • Calling adults by their family name (surname) until invited to use their given name.
Sexual orientation • What does the culture believe about same-sex relationships?	**Sexual orientation** • In many Eastern Caribbean countries, homosexuality is still considered taboo.
Worship • Does this community hold spiritual or religious values? • If so, when, where and how does this community worship?	**Worship** • Salat is the obligatory Muslim call to prayer, performed five times a day. At dawn, midday, later afternoon, just after sunset and between sunset and midnight.
Other social norms • There are many unspoken rules that govern social interactions. These may vary based on culture, gender, age, etc.	**Other social norms** • Taking shoes off inside someone's private residence is a common practice in many Asian homes. • In many Muslim cultures, food is eaten with the right hand only. The left hand is reserved for bathroom hygiene and is considered unclean.

Dos and don'ts of cultural competence

Do	*Don't*
Correctly pronounce and spell the names of those you're engaging, including the names of not only people, but places and things that are relevant and important to that culture. Not sure how to pronounce or spell it? Just ask!	Don't continue to mispronounce or misspell the names of people, places or things after you've been told how to say or spell them correctly.

Do	*Don't*
Do your own research! Attend a community meeting or cultural event as a participant, conduct interviews with community members, or simply research online.	Don't assume that members of the community will educate you about their history or culture. (Although, you may find that they will volunteer this information at some point.)
If invited to do so, ask curious questions respectfully and without judgement. **For example:** *"You mentioned the cultural holiday, 'Eid al-Fitr'. Would you mind sharing more about what this holiday means to you and your community?"*	Don't "other" those in the community. "Othering" is the conscious or unconscious act of viewing or treating people as intrinsically different from and alien to oneself, creating a dynamic of us vs. them. **For example:** *"Wow! Eid sounds really awesome but so strange. You must've been starving after not eating for so long. I don't know how you do it."*
Seek to be inclusive. **For example:** "How would you like to see your community reflected in our marketing materials?"	Don't tokenize or exploit. **For example: "**Can I take a photo of you in a kimono for our next marketing campaign?"
Mistakes are bound to happen. What's important is how you handle them. Take accountability for any missteps in a timely fashion and rectify if possible.	Don't ignore missteps and hope that they go unnoticed.
Use credible sources of information for your research.	Don't rely on stereotypes to inform your engagement approach.

Appendix D

Understanding community-led approaches

Community-led approaches reconnect community change more deeply with community interests. The role of the organization when supporting community-led approaches is to come alongside the community to build relationships, build trust, and build capacity so that the community can do 'for themselves'.

Understanding when and how to use a community-led approach is important. For organizations who are working with communities, there is no pre-determined 'right' way of working. Instead, it's important to understand the benefits, risks, and ways of engaging for each approach and commit to authentic processes that respect the community's goals and readiness.

This table compares various community-led approaches to help differentiate and assess which option best suits a particular situation.

	Community Owned Local visions for change are defined and implemented by the community, who are in control of all resources, parameters and decisions.	**Community Driven** Local visions for change are created in partnership with Community members and organizations, who share resources and collaborate to set parameters and make decisions.	**Community Shaped** Local visions for change are defined by the community within a set of parameters that are provided by an organization to achieve shared goals.	**Community Informed** Visions for change are adapted to suit the local context through community consultation.
Benefits	• Completely community-owned, unique solution • Solutions have high efficacy • Leverages community assets	• Likely to be sustainable due to local leadership and adequate resourcing • Adaptable to changing local context • Builds community capacity • Often focused on systemic change	• Leverages local context and expertise • Can be used when more rapid solution generation is needed • Clear and defined goals and process	• Leverages organizational resources and capacity • Fosters organizational leadership & commitment
Risks	• Highly dependent on the energy and skills of community champions • Can be restricted by	• Requires community champions with a vision and longer-term commitment • Often requires movement-building	• Needs to be paired with other approaches to ensure sustainability and	• Often engages input from only motivated community members • Community is reliant on the organization and

	Community Owned	Community Driven	Community Shaped	Community Informed
	lack of resources	activities and wider community participation • Relies on social capital and developing trusting relationships between partners • Can be difficult to navigate diverse opinions among community members to reach consensus	ongoing community involvement • Community is dependent on organizations	long-term support is not guaranteed • Uniqueness of solution and likelihood for success depends on efficacy of consultation • Decision-making criteria and how community perspectives will shape the solution often unclear. This can result in community dissonance or anger if solutions do not reflect community desires.
Conditions	• Community identifies issues and how to address them	• Guided by a shared community vision & aspiration • Collective, community focus • Work shaped by guiding principles • Multiple sectors work together • Long-term commitment • Community defines the issue, the action, implementation & evaluation. • People with lived	• Scope is clearly defined • Often has a program or service focus • Medium to long-term commitment • Engages local leaders for the duration of the initiative • Involves people with lived experience to share their perspectives and co-develop solutions	• Scope is clearly defined • Likely has a program or service focus • The process is organization-driven • Short to medium-term commitment • Should not be used for complex problems • Invites input from community members, ideally those with lived experience

	Community Owned	Community Driven	Community Shaped	Community Informed
		experience are key actors • Community leaders are part of governance structure		
Power	• Community holds the power	• Community holds power • Organizations engage with humility	• Organizations hold power • The community is given control	• Organizations hold power • Community members provide input
Roles	• Community members assume leadership	• Community drives the project and is the decision maker • Community-wide participation • Organizations can act as catalyst, facilitator, co-learner, funder	• Organization defines and leads process • Diverse & representative community members participate in a defined process • Shared decision-making is preferred, but the organization is the ultimate decision-maker	• Community members are invited to respond to questions asked by the organization • Organization defines and leads process, and has decision-making power
Ways of working	• Grassroots community organizing • Asset-Based Community Development (ABCD)	• Community-Led Development • Collective Impact • ABCD (with organizational leadership)	• Co-Design • Advisory Groups • Representative Deliberative Processes • Community Mobilization	• Community consultation
Methods of engagement	• Relationship building • Working groups/ action teams • Recruiting • Volunteer training	• Community members hired to lead initiatives • Leadership comprised of community members • Relationship building	• Representative community members recruited • Learning together ensures all participants are well informed	• Focus groups, kitchen table talks, online forums • Interviews • Surveys, polls, voting, comment boxes • Mass communications –

	Community Owned	Community Driven	Community Shaped	Community Informed
		• Learning about the local context through data and asset mapping • Capacity building – training, coaching, mentoring • Participatory engagement, action planning, and evaluation • Inclusive, dialogue-oriented approaches • Working groups/actions teams	• Sharing perspectives-small group discussions, presentations + discussion, storytelling • Aligning on a shared vision or goal-workshopping, visioning • Building ideas – ideation, discussion, ranking, voting • Deciding on solutions – workshopping, deliberation, scenario testing, ranking, • Action planning • Volunteer training	Emails, newsletters, social media

Appendix E

EET Resource Guide

Category	Resources
Accessibility information	**Internal Resources** Accessibility Services Manager Donna Smith donna.smith@soundtransit.org Resources for Creating Accessible Materials can be found on the Sound Transit Hub **here**
Community Engagement	**Internal Resources** Community Engagement Division • Deputy directors of Community Engagement Wilbert Santos or Jennifer Lemus wilbert.santos@soundtransit.org jennifer.lemus@soundtransit.org Tribal Relations • Email Tribal Relations Director, Dezerae Hayes dezerae.hayes@soundtransit.org **External Resources** See the 'Resources Cited or Consulted' section above
Continued Learning by Topic	**Implicit Bias** • Article: NLI Here's Why Having a Brain Means You Have Bias • Podcast: NPR: The Mind of the Village; Understanding Our Implicit Biases • Video: Unconscious Bias at Work – Making the Unconscious Conscious **Intersectionality** • Article: Vox; The Intersectionality Wars • Podcast: NPR: What does Intersectionality mean? • Video: What is Intersectionality? **Psychological Safety** • Article: HBR; High Performing Teams Need Psychological Safety • Podcast: HBR; Creating Psychological Safety in the Work Place • Video: How to turn a group of strangers into a team **Race** • Video: The Myth of Race • Article: What We Mean When We Say 'Race Is a Social Construct

Category	Resources
	Systemic Racism • Article: Systemic Racism Explained • Podcast: NPR; Confronting Racism • Video/Article: Race Forward; what is systemic racism? **White Privilege** • Article: What is White Privilege, Really? • Article: Peggy McIntosh's White Privilege Papers **White Supremacy Culture** • Article: What Supremacy Culture in Organizations • Podcast: White Supremacy Culture at Work
Geographic and Population Data	**Internal resources** Equity Dashboards (if needed, contact Kelly Dunn for access) Equity & Inclusion Resource Page Geographic Information Systems (GIS) • **Email** GISservices@soundtransit.org or visit their hub page here Research Group (Passenger Experience) • Email Michael Berman or Kelly Dunn michael.berman@soundtransit.org kelly.dunn@soundtransit.org **External resources** U.S. Census Bureau Puget Sound Regional Council Seattle Department of Neighborhoods Washington State Office of Financial Management United Way of King County Racial Disparity Data
Language Access	**Internal Resources** Language Access Toolkit Title VI Language Assistance Plan Translation or Interpretation Services Request • Questions? Contact Ryan Lescouflair at ryan.lescouflair@soundtransit.org
Office of Civil Rights, Equity & Inclusion Information and Resources	Questions about the EET? Email Nicole Hill at nicole.hill@soundtransit.org All Aboard- Becoming an Anti-Racist Organization Hub Page EEO Assessment of Employment Practices Dashboard Equity & Inclusion Policy Equity & Inclusion Resource Page Facilitating Conversations About Race Discussion & Facilitator Guides **(**bottom of page) Title VI Language Assistance Plan

Category	Resources
	Title **VI** Public Participation Plan
Training	**Internal Trainings** Sound Transit Anti-Racist Training Series (register on ST University) • EEO and EEO for Supervisors • Check Yourself: Recognizing and Disrupting Implicit Bias • The Journey: Inclusion Through Education • Toward Organizational Equity Training - Bridging the racial divide through peacemaking, healing, and collective learning (facilitated by D-Fine Consulting)

Appendix F

SOUNDTRANSIT

Language Assistance Plan

Providing Access to Sound Transit Services for Limited English Proficiency Persons

Four-Factor Analysis and Implementation Plan

2022

BACKGROUND

Sound Transit prepared this analysis and implementation plan, which forms the agency's Language Assistance Plan (LAP). The plan is in place to meet requirements stemming from Title VI of the Civil Rights Act of 1964 concerning access to services for people with limited English proficiency (LEP). It also responds to Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency,* which directs recipients of federal funding to take reasonable steps to ensure that people with limited English proficiency have meaningful access to their programs and activities.

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color or national origin, be excluded from participating in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. As a recipient of federal financial assistance, Sound Transit must ensure the distribution of federally supported transit services and related benefits in an equitable manner.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000) and Federal Transit Administration (FTA) Circular 4702.1B require recipients to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for LEP persons.

In accordance with FTA's policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their language characteristics through an analysis of available data. Sound Transit has updated its Four-Factor Analysis as part of the 2022 Title VI Program Update.

Beginning more than 20 years ago, with its activities to implement the regional transit system, especially light rail, Sound Transit has conducted outreach to a wide variety of communities whose members include persons that are LEP. Those activities have evolved over time into practices that have been replicated and expanded as the agency has learned more about the communities served and the need for language-assistance services to a variety of non-English-speaking groups in the areas where transit services are provided.

FOUR-FACTOR ANALYSIS

In order to determine how to provide meaningful access (or improve access), transit systems are to conduct a "Four-Factor Analysis" and provide this analysis to FTA. Sound Transit updated its Four-Factor Analysis as part of this Language Assistance Plan update. This updated analysis helps inform the agency's Public Participation Plan.

The agency studies meaningful access by considering four factors as outlined below.

Meaningful access is based on four factors:

1. The number and proportion of LEP persons served or encountered in the eligible servicepopulation.
2. The frequency with which LEP individuals come into contact with Sound Transit's programs,activities and services.
3. The importance to LEP persons of Sound Transit's programs, activities and services.
4. The resources available to the recipient and costs.

FACTOR 1 – The number and proportion of LEP persons served or encountered in the eligible service population

Sound Transit has provided an assessment of the total LEP populations within its service area. This information is based on 2019 Census data release from the American Community Survey; 2020 Census data had not been released at the time this analysis was conducted.

Analysis of 2020 Census data showed that the total population within the Sound Transit District is approximately 3,690,250 and LEP populations represent an estimated 335,736, or 9.1 percent. Since the previous LEP population analysis based on 2018 Census data from the American Communities Survey, the total population increased by nearly 677,000 or 22 percent, while the LEP population has increased 42,074 or 14 percent. The total percent of the LEP population compared to the total population decreased slightly from 9.9 percent to 9.1 percent.

Sound Transit reviewed the largest groups speaking a language other than English at home. A table of the languages, the percent of foreign language speakers and the percent of the total population in the Sound Transit District appears in LAP Appendix A. There are also language groups that while combined do not reflect a numerical breakdown of the subset of languages within that group. As such, it is not feasible to prepare documents ahead of a specific request or an identified need associated with public participation efforts in compliance with Title VI. The combined language groupings appear in LAP Appendix A.

Languages Spoken at Home

The Sound Transit district is very large (1,087 square miles across part of three counties). Because it is not feasible to provide translated materials in all languages identified, Sound Transit examined the six largest groups listed for languages spoken at home (see Table 1). For each of these groups, more than 25,000 people and one percent or more of people within the district speak that language at home.[1] This includes people who both are and are not proficient in English.

Table 1: Languages Spoken at Home

Home-spoken Language	Pop. Within Sound Transit Dist.	% of Sound Transit Dist. Pop.
Spanish	241,211	6.5%
Chinese	104,509	2.8%
Russian, Polish, and other Slavic languages[1]	65,980	1.8%
Vietnamese	51,439	1.4%
Tagalog	46,463	1.3%
Korean	43,712	1.2%
Sound Transit District Total Population	3,690,250	15.0%

[1] Starting in 2019, Russian data is combined as "Russian, Polish and Other Slavic Languages". In 2014, it was reported on its own. (For further information, see LAP Appendix A). Because it exceeded the Safe Harbor threshold in 2014, it is assumed to exceed it still today and is therefore still reported here.

The number of people speaking Spanish at home continues to be the single largest group and makes up nearly seven percent of the Sound Transit District population.

Persons speaking English "Less than very well"

The assessment of home-spoken languages is an important piece of information, but does not on its own indicate the English proficiency levels of people who speak other languages at home. Using the DOT definition of LEP (those who self-report their English ability as less than "very well") and further analyzing the Census data, Sound Transit was able to determine the six largest groups and their portions of the LEP population and of the Sound Transit District as shown in Table 2.

Table 2: Percentage who speak English "Less than very well"
(Source: 2020 American Community Survey)

Top Six LEP Languages	LEP Pop. in Sound Transit District	% of Sound Transit LEP population	% of Sound Transit Dist.
Spanish	92,086	27.4%	**2.5%**
Chinese	50,820	15.1%	**1.4%**
Vietnamese	30,313	9%	**0.8%**
Russian, Polish, Slavic languages	26,236	7.8%	**0.7%**
Korean	22,962	6.8%	**0.6%**
Tagalog	16,269	4.9%	**0.4%**
Total of Top Six LEP Languages	238,686	**71.1%**	**6.5%**

These six language groups comprised an estimated 238,686 persons or 71.1% of the total estimated LEP population of335,700 in 2020.

Of the top six LEP language groups, Spanish is by far the largest single LEP group in the Sound Transit District with an estimated population of 92,086. There are many more Spanish speakers who speak English "Very well". The Spanish language LEP group makes up 27.4 percent of the LEP population and 2.5 percent of the people in the Sound Transit District. Chinese is the second largest LEP language group with 50,820, 15.1 percent of the LEP population and 1.4 percent of the people in the Sound Transit District.

Each of the remaining four language groups (Vietnamese, Korean, Tagalog and Russian/Polish/Slavic languages) are spoken by fewer than 10 percent of the LEP population and fewer than 1% of people in the Sound Transit District, but they do exceed the Safe Harbor threshold because they are spoken by more than one thousand people in the district, so these languages must be considered.

Compared with 2019, the top six languages comprise a slightly smaller portion of LEP speakers, suggesting that linguistic diversity is increasing. At the same time, they represent a slightly smaller share of the ST district overall.

Comparison with LEP requirements in education

Part A of Title III of the Federal No Child Left Behind Act of 2001, is officially known as the English Language Acquisition, Language Enhancement and Academic Achievement Act. It is specifically targeted to benefit LEP children and immigrant youth. The act states that LEP students must not only attain English proficiency but simultaneously meet the same academic standards as their English-speaking peers in all content areas. In the state of Washington, Title III LEP requirements are met under the Transitional Bilingual Education Program (TBIP). The most commonly spoken languages by TBIP students in the school districts within Sound Transit's service area are:

Table 3: TBIP Student Languages in School Districts

Language	Number of Students
Spanish	28,514
Vietnamese	2,397
Russian	2,263
Somali	1,815
Arabic	1,518
Ukrainian	1,449
Chinese-Mandarin	1,184
Dari	1,061

Schools also provide enrollment numbers of students considered English Language Learners. Among school districts within the Sound Transit district, 11.9% of enrolled students were considered English Language Learners in the 2020 – 2021 school year.

Many school districts and tribal schools in the Sound Transit district also offer dual-language programming, where students learn in both English and another language. Many students enrolled in dual-language programs speak the second language at home with their families; therefore, enrollment in these programs can serve as a proxy for major language groups in an area.

Table 4 shows the most common languages offered in dual-language programs for the 2019 – 2020 school year in the Sound Transit district.

Table 4: Dual-Language Programs in School Districts

Language	Number of schools with a program
Spanish	31
Vietnamese	2
Mandarin	2
Lushootseed	1
Muckleshoot	1

Comparison with court interpreter data

In Washington State, parties in court cases have the right to an interpreter. The three counties within the Sound Transit service area each have their own Language Access Plans that identify the languages used most often in cases where interpreters are needed.

The languages identified as the most frequently used in one or more county courts as of 2018 are:

- Spanish
- Vietnamese
- Russian
- Mandarin
- Somali
- Korean
- ASL

Additionally, these languages are identified as growing in representation and in need of future resources:

- Amharic
- Arabic
- Swahili
- Chuukese
- Punjabi
- Farsi

The most frequently used languages align very closely with Sound Transit's top 6 languages for translation, with the exception of Tagalog being replaced by Somali. Some of the emerging languages have not been previously identified by Sound Transit; this information can serve as the basis for further research into the breadth of these languages in the region.

Comparison with data from other county services

People accessing benefits through the Women, Infant & Children (WIC) program or through the county public health clinics also have the right to an interpreter. Data on interpreter usage for these services tracks closely with the top languages identified by the courts. In addition, the following less common languages had more than 1000 visits to WIC and/or public health clinics by clients requesting an interpreter from 2020 - 2021:

- Ukranian
- Dari (Afghan Persian)
- Tigrinya

Assess whether LEP populations are underserved due to language barriers

Sound Transit's annual Passenger Experience survey was fielded in fall 2021. Of nearly 5,000 respondents, only 2.5% identified as speaking English less than "very well," with another 10%

speaking other languages but also speaking English very well. These figures are lower than representation of LEP individuals in the region overall, suggesting that LEP individuals were underrepresented on the survey.

Respondents were asked to give Sound Transit a letter grade for the quality of information that ST provides its passengers. While both English-proficient and LEP riders on average gave a B grade, the average for LEP riders corresponded to a 2.73 on a grade point scale (maximum possible score: 4.3) and the average for English-proficient riders corresponded to a 2.91. This suggests that ST may be able to improve the way that it communicates with LEP riders, but also that all riders would benefit from improvements in communication overall. Further research may identify the best way to do this.

Respondents were also asked to give Sound Transit a letter grade overall. While the average for English proficient riders corresponded to a 3.12, the average for LEP riders corresponded to a 2.8. Further research will help identify the factors that were most important for LEP riders in influencing their overall score.

LEP individuals are represented proportionally in the area nearest Sound Transit stops and stations. While 10.1% of the residents of the Sound Transit district identify as LEP, 10.5% of those living within access distance[2] of a stop or station identify as LEP.

Engagement with community-based organizations illuminated some of the barriers that LEP individuals face when using transit. The feedback yielded the following insights:

- The services provided by our interpreter phone line may not be well known or intuitive to navigate
- Some populations may not be literate in their home language, so translations are not helpful
- Affordability of fares and knowing how to pay a fare is also a barrier to some
- LEP persons with disabilities experience compounded challenges when using our system
- LEP populations benefit most from in-person education and instruction on how to navigate our system

FACTOR 2 – The frequency with which LEP individuals come into contact with Sound Transit'sprograms, activities and services

Over-the-phone interpreter services

Sound Transit has used over-the-phone interpreter services as its primary method of providing assistance to LEP persons for accessing transit service dating back to at least the year 2000. A language block is provided at *https://www.soundtransit.org/help-contacts/translation-services*, directing speakers of six key languages to contact Sound Transit's language line for information in their languages.

Sound Transit's telephone interpreter service records are the most reliable and direct information available to document contacts by LEP persons regarding Sound Transit services. The interpreter services are provided Monday-Friday from 7AM-7PM and are provided in over 100 languages.

Table 5 shows the calls handled, by language, between October 1, 2018 and October 31, 2021.

[2] Access distance is defined as ½ mile from a bus stop without parking, 2.5 miles from a major bus facility, 1 mile from a rail station without parking, and 5 miles from a rail station with parking.

Table 5: Calls to the Language Line

Language	Minutes	Calls	Avg Call Length (mins)	Percent of Total Calls
Spanish	1,398.70	160	8.74	42.33%
Korean	289.50	35	8.27	9.26%
Mandarin	330.20	33	10.01	8.73%
Vietnamese	398.40	33	12.07	8.73%
Cantonese	288.20	24	12.01	6.35%
Russian	212.40	23	9.23	6.08%
Chinese	91.40	13	7.03	3.44%
Somali	256.10	12	21.34	3.17%
French	59.10	7	8.44	1.85%
Japanese	71.00	6	11.83	1.59%
Arabic	36.70	6	6.12	1.59%
Arabic-Egyptian	161.30	5	32.26	1.32%
Wolof	45.00	4	11.25	1.06%
Tagalog	15.60	3	5.20	0.79%
Tigrinya	21.10	2	10.55	0.53%
Cambodian (Khmer)	16.90	2	8.45	0.53%
Dari	52.40	2	26.20	0.53%
Swahili	21.40	2	10.70	0.53%
Mongolian	5.40	1	5.40	0.26%
Oromo (Oromifa)	4.00	1	4.00	0.26%
Farsi (Persian)	6.10	1	6.10	0.26%
Filipino	3.40	1	3.40	0.26%
Amharic	4.10	1	4.10	0.26%
Thai	19.10	1	19.10	0.26%
Totals	**3,807.50**	**378**	**10.07**	

The total cost of providing this service was $2,433.62 over three years.

In addition, Sound Transit's website uses Google translate to translate information into any language covered by Google's services (108 languages as of December 2021) by clicking on a link present on every page.

Origin and destination survey

From 2018-2019 the agency conducted an Origin and Destination Survey to assess ridership on all of its modes of service. Data included information from survey participants based on the language spoken at home, and is shown in Table 6.

Table 6: Ridership Frequency and Percent of Languages Regularly Spoken at Home
(2018-2019 O/D Survey)

Language	Number of Respondents	Percent of Respondents*
English	25,267	87.2%
Spanish	1,577	5.4%
Mandarin	833	2.9%
Vietnamese	640	2.2%
Tagalog	542	1.9%
Cantonese	440	1.5%
Korean	338	1.2%
Russian	264	0.9%
Somali	190	0.7%
Other	1431	4.9%
Total	31,522	

*Total exceeds 100% because respondents could select more than one language.

Front-line staff survey

A survey of 254 front line staff asked how often staff encounter LEP riders. These staff included bus and train operators, fare ambassadors, customer service agents, security staff, and station agents. Results are shown in Table 7. The questions asked in the survey are included in Appendix C.

Table 7: Front-Line Staff Frequency of Contact with LEP Riders

Frequency	Percent of Respondents
Never	1.6%
Three times a year or less	1.2%
Once a month or less	1.6%
Between once a month and once a week	38.9%
2 – 3 times per week	32.8%
4 – 9 times per week	15.2%
10 or more times per week	8.6%

Bus operators and security staff reported the highest levels of contact with LEP riders. Sounder train conductors reported the lowest levels of contact.

FACTOR 3 – The importance to LEP persons of Sound Transit's programs, activities andservices

This section provides an assessment of the importance of Sound Transit's services and programs to LEP populations.

Quantitative Information

Sound Transit's 2020 Passenger Experience Survey revealed some patterns about how LEP passengers use transit differently than English proficient passengers. While LEP riders accounted for only 2.5% of the overall survey respondents, they made up 6% of those who said that they primarily travel for commute trips off-peak and 5% of those who said their primary mode of travel was Tacoma Link.

Several areas with proximity to Sound Transit service stand out as areas with concentrated LEP populations. These include Seattle's Rainier Valley, SeaTac, Bellevue, Burien, Kent, Everett, Lakewood, Federal Way, and the University District. Several of these areas are served by routes that experienced a smaller than average ridership decline throughout the COVID-19 pandemic as people who depend on transit continued riding for essential trips. Route 574, which serves three of these cities, experienced the least ridership decline of all bus routes from Q4 2019 to Q4 2020, at 57%. Moreover, three of the five bus routes which retained the highest daily ridership throughout 2020 (Route 512, 545, and 550) were also routes with a high concentration of LEP passengers.

A 2019 Puget Sound Regional Council survey of Puget Sound households (including both riders and non-riders) asked respondents how important proximity to transit was in their choice of where to live. Among respondents who speak a language other than English, 26% said that proximity to transit was very or somewhat important to their choice. This ranked lower than a walkable neighborhood (34%) and affordability (47%), but about the same as proximity to family or to a school or highway.

Qualitative Information

Sound Transit interviewed Open Doors for Multicultural Families, a community-based organization that serves linguistically diverse individuals with cognitive disabilities, to learn more about the importance of transit in their clients' lives. ODMF staff reported that the individuals and families they serve rely heavily on transit and make frequent use of discounted fare payment options. ODMF conducted a survey of daily support needs of their clients, and transportation was the second highest-ranked option, after grocery shopping.

Through this engagement, Sound Transit also gathered information about how to better serve LEP passengers. ODMF suggested offering in-person instruction on how to use transit, sign up for discounted fare programs, use a trip planner app, or call the interpreter line. They also suggested translating text to a 3rd grade reading level and reducing reliance on text in general.

FACTOR 4 - The resources available to the recipient and costs

Sound Transit uses a variety of language assistance methods through all of its activities including; environmental study and design, construction, and operations and customer service (shown in Table 8). Sound Transit has developed a Language Access Toolkit to help guide its interactions with LEP populations.

Table 8: Language Resources Available

Language Service	Phase or Service		
	Environmental Study and Design	Construction	Operations and Customer Service

Written materials translated into major language groups	X	X	X (Key Documents)[3]
Interpretation services at public meetings (live and Zoom)	X	X	
Language line phone service	X	X	X
Using nonverbal messages, picture, and illustrations			X
Ticket Vending Machine Translations			X (Spanish and Chinese currently, expanding to the top six languages with new ORCA)
Staff Translation/ Interpretation Roster	X	X	X
Front Line Staff with Language Assistance Cards (see Appendix B)	n/a	n/a	X

Translation of written materials

Sound Transit produces translated versions of vital documents in the most commonly spoken languages as outlined by the Four-Factor Analysis. The agency continues to explore the costs and merits of other customized publications and the most effective distribution methods for reaching the region's major LEP language group populations. In addition, we have a translation vendor under contract. Between March 2020 and October 2021, we used that contract for nearly 100 projects to *translate various written materials into up to seven different languages.*

Interpretation services at public meetings (and related services)

Sound Transit has on-going practices that ensure that community outreach activities are accessible to non-English speaking persons to make sure that they can participate in them meaningfully. These include:

- Making in-person interpreter services available upon request for public meetings and important events.
- Using Zoom's on-demand interpretation services during virtual public meetings.
- Translating, posting online and distributing to community groups and service providers in the project area key printed documents such as project information, environmental documents, etc.
- Inserting language blocks into non-translated print publications, to let LEP persons know what the material is about and how they can contact Sound Transit to learn more.
- Placing non-English language ads into publications that serve LEP persons to inform them of project-related issues (e.g. release of environmental documents, safety information).

[3] Sound Transit translates the Ride with Us Brochure, Link Pocket Schedules, ORCA card information, and the Regional Reduced Fare Program application and information.

Language line phone services

As discussed in Factor Two above, Sound Transit provides over-the-phone interpreter services to LEP persons on an individualized basis. The cost of providing such services is approximately $1 per minute. Sound Transit has determined this to be a cost-effective way to respond to the needs of LEP individuals since it directly involves persons interested in using the transit system throughout the region.

Using nonverbal messages and illustrations

Sound Transit's style guide includes both icons and illustrations that help communicate without using words. The icons bypass language and literacy barriers and act as a visual language to help our riders navigate our transit system.

Ticket vending machines

Sound Transit uses a combination of written and oral alternative language services in Spanish and Chinese (Mandarin) on its point-of-sale ticket vending machines. Ticket vending machines are located at all Sound Transit stations and provide fare information for Link light rail, Sounder and the regional ORCA smart card.

In 2022, the new ORCA program will be rolling out to the region with an improved rider experience with enhanced language translation services. The updated website, new app, retail provider, advertising and ticket vending machines will be available in English, Chinese, Korean, Russian, Spanish, Tagalog, and Vietnamese.

Foreign language staff volunteer roster

The agency maintains a roster of employees who speak multiple languages and are available to support in-person outreach efforts and double check translated materials. There are approximately 18 staff representing seven different languages.

Frontline staff

Frontline staff who speak languages other than English can carry cards or wear buttons that let passengers know what languages they speak. All front-line staff can also provide language assistance cards to LEP passengers that provide information on how to get information in other languages.

In addition, Sound Transit is developing an e-learn as part of our ambassador training series. The e-learn will help educate staff about how to better serve the LEP passengers they might encounter during their ambassador shifts. This training will launch in 2022.

As Sound Transit began to develop services to provide responsive assistance to non-English speaking persons, staff found the most effective way to do so was to provide over the phone interpretive services in which a person can get specific information tailored to their needs, including follow-up questions and answers. This mirrors in the field interpretive services during construction when individual residents may be impacted by the various activities taking place. It also mirrors on- site interpretive services provided to LEP community members to facilitate their ability to participate at community outreach and construction update meetings.

Sound Transit staff have also learned that providing oral interpretive services also serves various subsets of the LEP populations who are not able to read and write the languages they speak.

Front line staff strategies for assisting LEP passengers

The survey of 254 front-line staff, including bus operators, train conductors, station agents, customer service agents, fare enforcement and security personnel asked staff which techniques they rely on to communicate with LEP passengers. Results are in Table 9 (*total does not sum to 100% because respondents could select multiple options*).

Table 9: Techniques for Communicating with LEP Passengers

Technique	Percent of respondents
Gestures, pointing, etc.	61.9%
Communicate in any English the passenger is able to speak or write, however limited	49.2%
Technology such as Google Translate or Google Interpreter	36.9%
Communicate through a person traveling with the passenger who speaks English and can interpret	30.6%
Communicate in another language that both parties speak.	28.2%
Refer the passenger to a nearby passenger who speaks their language	24.2%
Language line telephone interpretation service	19.4%
Show passenger printed brochures or signs translated into their language	15.1%

Two percent of staff indicated that they sometimes avoid communicating with a passenger because they are not confident they can help them. While this percentage is small, this indicates that further training may be needed.

Survey respondents also indicated their confidence in their ability to assist LEP passengers. 57% of respondents said they feel mostly or very confident assisting LEP passengers, with another 35% saying they feel somewhat confident.

While some staff indicated that they used the language line, about half of the survey respondents were bus and train operators, who noted that it is illegal and unsafe for them to use the phone while driving. These staff must rely on other means to communicate with LEP passengers. Staff suggested ways to improve their confidence, including better access to translation apps on their work cell phones, or better language and communication training for those who could not use handheld devices while driving.

Staff themselves are often a resource for LEP passengers. About 30% of respondents indicated that they sometimes are able to communicate with passengers in a language that they both speak. These languages included:

- Spanish
- Chinese

- Amharic
- French
- Arabic
- German
- Japanese
- Korean
- Oromo
- Swahili
- Kikuyu
- Sign language
- Russian
- Somali
- Hungarian
- Samoan
- Tagalog
- Creole

Costs

It is challenging to identify some of the costs associated with supporting LEP persons, because they are included in larger contracts without differentiation, or are included in individual staffing costs without being assigned to translation or interpretation services. Table 10 lays out the specific costs that we can identify. In the future, we will try to put into place systems that enable us to better track these costs.

Table 10: Selected Costs of Providing Support to LEP Persons

Item	Cost	Notes
Language Line	$2,433.62	Covers the three years between 11/1/18 and 10/31/21
Translation Services	$93,787.30	Covers the period from March 2020 – October 2021 (earlier data are not available)

CONCLUSION

There are six non-English languages spoken by more than 1% of Sound Transit's population: Spanish, Chinese, Russian (and other Slavic languages), Vietnamese, Tagalog, and Korean. Sound Transit recognizes the importance of meeting the needs of residents who speak these, and other, languages. The Language Assistance Plan that will be developed using the results of this analysis will ensure that we maintain our current levels of service to LEP populations and improve them over time.

From the Four-Factor Analysis, Sound Transit has determined:

- The six largest LEP language groups in the Sound Transit District are (in order): Spanish, Chinese (including Cantonese & Mandarin), Vietnamese, Russian (and other Slavic languages), Korean and Tagalog.
- While a wide array of LEP language groups are found throughout its service district, the largest group prevalent throughout the Sound Transit region is LEP Spanish speakers
- Spanish speakers consistently are the most commonly requested LEP group seeking language assistance services
- While Spanish speakers and Chinese (Mandarin) are the two largest groups, Sound Transit is committed to address the needs of the variety of LEP groups throughout its region. For this reason, Sound Transit has a telephone interpreter service that can accommodate more than 100 languages. In addition, Sound Transit's website was redesigned in 2018 to include Google Translate, an integrated translation function that can automatically translate soundtransit.org content into 103 languages.
- Sound Transit's Community Outreach activities throughout each project's life cycle provide connections to community leaders and information regarding the LEP groups within each project area to reach all potential riders
- Sound Transit continues to expand its non-English communications program in response to the demographic changes experienced in the region

Implementation plan

FTA requires that transit systems provide "meaningful access" for LEP populations. Meaningful access is based on the four factors outlined in the Four-Factor Analysis section above. The Four-Factor Analysis helps the agency develop an implementation plan. Together the Four-Factor Analysis and the Implementation Plan form the Language Assistance Plan.

Sound Transit balances its overall commitment to the various LEP groups in the region with improvements targeted to the most commonly spoken languages in the region.

Sound Transit will do the following:

- Begin to leverage the new tiered approach for identifying 'Vital Documents' which will help guide Sound Transit on when and where we need to provide translations.
- Develop and deepen relationships with organizations that serve LEP populations to ensure we are responsive to their unique needs.
- Be adept to respond to any LEP person.

Current language assistance measures that will continue (and be improved upon) for multiple LEP groups

- **Staff training -** Community outreach staff and front-line staff including reception, customer service, station agents and fare ambassadors are trained to respond to LEP individuals in person and using the telephone language line.

- **Community or project specific materials -** All Sound Transit staff and consultants have access to translation services. Key materials for residents should be translated or include a language block for languages relevant to that geographic area.

- **Engage LEP populations directly to gain insight and understand needs -** Survey and meet with community organizations that serve LEP populations to assess, and where appropriate, implement expanded methods to serve LEP transit riders. Where possible, employ

methods to engage directly with LEP persons and obtain direct feedback.

Language assistance measures that Sound Transit has implemented as a result of the 2019 Four-Factor Analysis

As a result of the 2019 Four-Factor Analysis and the Title VI Update Submittal in 2019, Sound Transit has taken these steps to expand its assistance to the LEP populations in its region:

- Worked to identify LEP language needs as new transit projects are being planned.
- Developed guidance for the development of curriculum and the incorporation of LEP information into the Sound Transit employee environment – To prepare staff ambassadors and other relevant staff to effectively engage and respond to LEP customers.
- Updated the Sound Transit Editorial Style Guide, an instructional tool that outlines the look and content of materials produced by staff and contractors, to include the following:
    - Information on how to access interpreters and translations
    - Guidance on using language blocks and the interpreter pictogram
    - Assistance on how to determine LEP persons in the project area. By providing this information early in the planning/outreach phase helps ensure equal access for all.
- Utilization of the "I Speak' Language Assistance Card (Appendix C) **–** Sound Transit distributed this to operators of all modes. The cards are also available to other public facing staff including station agents, outreach staff, ambassadors and other staff that interact with the public.
- Included language assistance information on print materials – Sound Transit added the language line number, hours of operations, and six predominant languages on printed materials. The interpreter pictogram will be included in close proximity to the language line number.
- Updated demographic survey questions to gather additional data – This will provide a better understand the LEP populations served.
- Development of the Language Access Toolkit – Created by, and for, outreach and engagement staff. The LAT provides guidance and best practices around internal processes and procedures specific to language access.
- Development of Term Bank – Created by engagement staff, the term bank provides consistent translation in Sound Transit's 6 core languages for 100 technical and commonly used terms. This provides consistency for vendors when translating these terms, and provides clarity to all LEP populations accessing translated materials.
- Developed and published an Equitable Engagement Tool for agency staff – Provides guidance and best practices to ensure that engagement activities are planned through a lens of equity and accessibility which includes considerations for LEP populations.

2022 language assistance measures

Looking forward and reviewing findings from the Four Factor Analysis, this section outlines languages to be used, determines the most needed information for LEP accessibility, identifies Vital Documents

and outlines a plan for providing resources.

- Ridership demographics and focus groups conducted as part of Factor 3 were considered in determining the agency's top 6 languages that we should pursue at an agency level. Please reference table 2 above for reference.

- Vital Documents are identified in accordance with Title VI and Executive Order 13166 and Sound Transit's Top Six languages. A plan for providing specific documents and resources is outlined below.

Vital documents

Agencies receiving Federal Funding are required to identify Vital Documents that must be translated. Vital documents are defined as any document that is critical for obtaining services and benefits, and/or any documented required by law.

In determining documents needed to provide meaningful access to Sound Transit services for LEP customers, Sound Transit has defined three levels of Vital Documents. This will allow for the prioritization of translated materials according to availability of resources. In some cases, translation of Vital Documents may only consist of only a summary or key points. For other Vital Documents, providing a notice of available language assistance can also provide sufficient access.

For each project, Sound Transit will examine documents against available resources or alternatives. In the Sound Transit taxing district where there are many different languages spoken, written translations may not always be the most effective method of reaching all LEP persons or rendering transit information accessible. In some cases, translation of Vital Documents may consist of a summary or key points, pictograms or translated notice of language assistance.

Tier 1 – Safety, security and civil rights

Information categorized in Tier 1 would have life threatening consequences if not translated or that would deprive riders of an awareness of their legal rights. Providing translation or LEP accessible versions of this type of information is the highest priority of all Vital Documents. Tier 1 documents should be translated into the "safe harbor" languages as determined by the triennial Four-Factored Analysis.

Tier 2 – Information critical to access

Tier 2 includes information that helps LEP passengers to understand Sound Transit service to facilitate ease of use and without translation would seriously impede access to ST service. At minimum, tier 2 documents should be translated into Spanish, the most frequently encountered language at Sound Transit.

Tier 3 – Information to empower customers

This tier of information encompasses materials that help LEP riders to understand and engage with Sound Transit in ways that will enhance or facilitate the customer experience. Tier 3 information will enable LEP persons to participate in Sound Transit's long-term transportation decisions.

Table 11: Types of information by vital document tier

Tier	Information Type
Tier 1 -Safety, security and civil rights: Information that protects customers' physical safety and informs Sound Transit customers of their legal rights.	• Safety and Security information • Notice of Rights • Transit Alerts – Emergency • Rider Conduct Rules/Policy
Tier 2 - Information critical to access: Information that helps LEP patrons to understand Sound Transit service to facilitate ease of use.	• Trip planner tool • How to pay • How to ride • How to transfer • Service changes • Schedules and service maps • Transit alerts • Fare rates • ORCA card + pass • Accessibility information
Tier 3 - Information to empower customers: Information and materials that help LEP customers to understand and participate with Sound Transit at higher new level.	• Passenger notices • Bike information • Rider etiquette • Station and facilities amenities • Destination Information • Feedback and public involvement opportunities • Expansion Planning info • Construction project updates

LAP APPENDIX A

Language Groups Speaking a Language Other Than English at Home

Sound Transit District[1]

	Estimate; Total*	3,013,356		
Rank	**Home Spoken Language**	**Estimated**	**% of Non-English total**	% of ST District pop.
1	**Spanish:**	**200,410**	**27.1%**	6.7%
2	**Chinese (Includes Mandarin & Cantonese):**	**83,377**	**11.3%**	2.8%
3	**Vietnamese:**	**48,989**	**6.6%**	1.6%
4	**Tagalog (Includes Filipino):**	**40,528**	**5.5%**	1.3%
5	**Korean:**	**39,451**	**5.3%**	1.3%
6	**Russian:**	**28,583***	**3.9%**	0.9%
7	**German or Other West Germanic Languages:**	**17,943**	**2.4%**	0.6%
8	**French, Haitian, or Cajun:**	**15,196**	**2.1%**	0.5%
9	**Arabic:**	**12,188**	**1.6%**	0.4%
10	**Polish:**	**2,969***	**0.4%**	0.1%
			% of ST District (est.)	
	English Only	**2,272,979**	**75.4%**	
	Non-English, total	**740,377**	**24.6%**	

Source: American Community Survey 2019, five-year estimates. Table 16001.

**Based on Census data source. May differ from Sound Transit district total population estimates which use a different data source (Washington State Office of Financial Management annual tract estimates.)*

Note: 2019 ACS Data included four combined categories that gave no additionalbreakdown of separate languages as follows:

- *Other Asian and Pacific Island Languages: 93,515*
- *Other Indo-European Languages: 85,042*
- *Russian, Polish or other Slavic Languages: 56,322*
- *Other and unspecified Languages: 47,416*

[1] NOTE: There are 104 languages able to be formatted on the Sound Transit website.

[*] Russian is carried over from 2014 data. In 2019 Russian data is combined as "Russian, Polish and Other Slavic Languages". Same treatment for Polish.

LAP APPENDIX B

I Speak Language Assistance Card

Language Assistance

Information and assistance in your language is available upon request. Please contact us at 1-800-823-9230.

Spanish
Asistencia lingüística para los pasajeros de Sound Transit
La información y asistencia en su idioma se encuentra a su disposición, previa solicitud. Comuníquese con nosotros a través del 1-800-823-9230.
Gracias

Chinese
向 Sound Transit 乘客提供語言協助
可應要求提供您所用語言的資訊與協助。請聯絡我們：1-800-823-9230。
謝謝

Vietnamese
Hỗ Trợ Ngôn Ngữ Dành Cho Hành Khách Sound Transit
Thông tin và hỗ trợ bằng ngôn ngữ của quý vị được cung cấp theo yêu cầu. Xin vui lòng liên lạc chúng tôi qua số 1-800-823-9230.
Cám Ơn Quý Vị

Tagalog
Tulong na Wika para sa Mga Mananakay ng Sound Transit
Impormasyon at tulong sa inyong wika ay available kapag hiniling. Mangyaring tawagan kami sa 1-800-823-9230.
Salamat

Korean
Sound Transit 이용자를 위한 언어 지원
요청 시 여러분의 언어로 정보 및 지원을 제공합니다. 1-800-823-9230번으로 저희에게 연락하십시오.
감사합니다

Russian
Языковая помощь пассажирам Sound Transit
По запросу предоставляется информация и помощь на вашем языке. Обращайтесь к нам по телефону 1-800-823-9230.
Благодарим вас!

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LAP APPENDIX C

Frontline Staff Survey

1. In a typical month in your role, how many times do you encounter an LEP passenger?
    - Three times a year or less
    - Once a month or less
    - Between once a month and once a week
    - 2 – 3 times per week
    - 4 – 9 times per week
    - 10 or more times per week

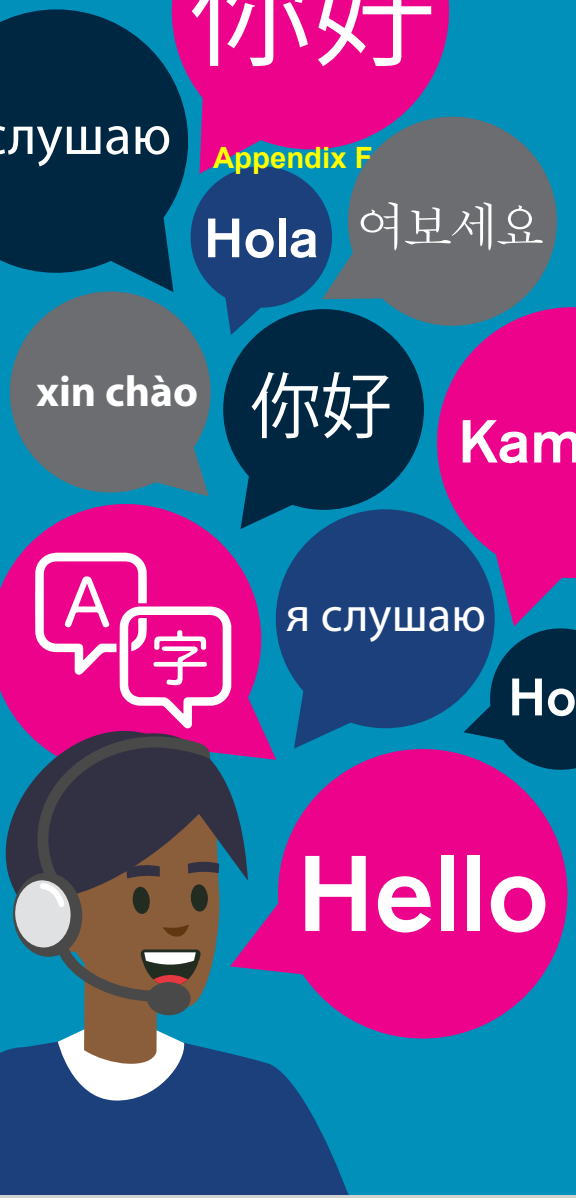
2. When you have come across an LEP passenger, which of these methods have you used to communicate with them?

    - I've never encountered an LEP passenger while working.
    - Language Line telephone interpretation service
    - Communicate in any English the passenger is able to speak or write, however limited
    - Communicate in another language that you both speak. Language(s): _____
    - Gestures, pointing, etc.
    - Technology such as Google Translate or Google Interpreter
    - Show the passenger printed brochures or signs translated into their language
    - Refer the passenger to a nearby passenger who speaks their language
    - Communicate through a person traveling with the passenger who speaks English and can interpret
    - Avoid communicating with the passenger
    - Other:

3. When a LEP passenger approaches you for help, how confident do you feel that you'll be able to help them?
    - Not confident at all
    - Somewhat confident
    - Mostly confident
    - Very confident

4. What, if anything, would help you feel more confident or prepared for interacting with LEP passengers?

5. Please share anything you've learned or noticed in your interactions with LEP riders that would be useful for us to know, so we can serve them better in the future.



SOUNDTRANSIT

soundtransit.org

main@soundtransit.org

1-888-889-6368 / TTY Relay: 711

Language Assistance

Information and assistance in your language is available upon request. Please contact us at 1-800-823-9230.

Spanish
Asistencia lingüística para los pasajeros de Sound Transit
La información y asistencia en su idioma se encuentra a su disposición, previa solicitud. Comuníquese con nosotros a través del 1-800-823-9230.
Gracias

Chinese
向 Sound Transit 乘客提供語言協助
可應要求提供您所用語言的資訊與協助。請聯絡我們：1-800-823-9230。
謝謝

Vietnamese
Hỗ Trợ Ngôn Ngữ Dành Cho Hành Khách Sound Transit
Thông tin và hỗ trợ bằng ngôn ngữ của quý vị được cung cấp theo yêu cầu. Xin vui lòng liên lạc chúng tôi qua số 1-800-823-9230.
Cám Ơn Quý Vị

Tagalog
Tulong na Wika para sa Mga Mananakay ng Sound Transit
Impormasyon at tulong sa inyong wika ay available kapag hiniling. Mangyaring tawagan kami sa 1-800-823-9230.
Salamat

Korean
Sound Transit 이용자를 위한 언어 지원
요청 시 여러분의 언어로 정보 및 지원을 제공합니다. 1-800-823-9230번으로 저희에게 연락하십시오.
감사합니다

Russian
Языковая помощь пассажирам Sound Transit
По запросу предоставляется информация и помощь на вашем языке. Обращайтесь к нам по телефону 1-800-823-9230.
Благодарим вас!

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Appendix G

Minority Representation of Sound Transit Planning and Advisory Bodies

Updated: April 2022

Sound Transit Body	White	Latinx	African American	Asian or Asian American	Native American or Alaska Native	Pacific Islander or Native Hawaiian	Other Race	Two or More Races	TOTAL	Current Vacancies
Citizens Accessibility Advisory Committee	4			2			1	3	**10**	5
Community Oversight Panel	6							1	**7**	8
Diversity Oversight Committee	1	2	4	2					**9**	8

Appendix H

Operations and Maintenance Facility South

OMF South: Title VI Facility Equity Analysis

November 2021

SoundTransit

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Table of Contents

1 INTRODUCTION 1-1

1.1 Background 1-1

1.1.1 Sound Transit Mission 1-1

1.1.2 Sound Transit System Planning 1-1

1.1.3 OMF South Purpose and Need 1-3

1.2 Regulatory Setting 1-4

1.3 Definitions and Methodology 1-5

1.4 Nexus of This Equity Analysis and EIS 1-6

2 PROJECT DESCRIPTION AND ALTERNATIVES 2-1

2.1 Project Context 2-1

2.2 Alternative Sites Selection Process 2-1

2.2.1 Early Scoping 2-1

2.2.2 Site Identification and Screening 2-3

2.2.3 Alternatives Evaluation 2-3

2.2.4 SEPA Scoping 2-5

2.2.5 Draft Environmental Impact Statement 2-5

3 SITE ALTERNATIVE EQUITY ANALYSIS 3-1

3.1 Demographics 3-1

3.1.1 Midway Landfill Alternative 3-1

3.1.2 South 336th Street Alternative 3-3

3.1.3 South 344th Street Alternative 3-3

3.1.4 Demographic Conclusions 3-3

3.2 Summary of Impacts and Benefits 3-6

3.2.1 Project Impacts 3-6

3.2.2 Project Benefits 3-10

3.2.3 Summary of Project Burdens and Benefits 3-10

3.3 Disparate Impacts Analysis 3-12

3.3.1 Midway Landfill Alternative 3-12

3.3.2 South 336th Street Alternative 3-15

3.3.3 South 344th Street Alternative 3-15

3.3.4 No-Build Alternative 3-18

4 OUTREACH 4-1
4.1 General Outreach 4-1
4.2 Targeted Outreach 4-2
5 CONCLUSION 5-1
6 REFERENCES 6-1

Figures

Figure 1-1 Link System Future Expansion and OMF Site Locations 1-2
Figure 2-1 Average Minority Population: Sound Transit District 2-2
Figure 2-2 OMF South Alternatives 2-7
Figure 3-1 Minority Population Distribution: Midway Landfill Alternative 3-2
Figure 3-2 Minority Population Distribution: South 336th Street Alternative 3-4
Figure 3-3 Minority Population Distribution: South 344th Street Alternative 3-5
Figure 3-4 Businesses, Residences, and Public Services: Midway Landfill Alternative 3-13
Figure 3-5 Location of Nearby Facilities: Midway Landfill Alternative 3-14
Figure 3-6 Businesses, Residences, and Public Services: South 336th Street and South 344th Street Alternatives 3-16
Figure 3-7 Location of Nearby Facilities: South 336th Street and South 344th Street Alternatives 3-17

Tables

Table 2-1 Evaluation Criteria and Measures 2-4
Table 3-1 Demographic Characteristics 3-1
Table 3-2 Equity Impact Comparison For Alternative Sites 3-7
Table 3-3 Summary of Project Burdens and Benefits 3-11

Acronyms and Abbreviations

ACS	U.S. Census Bureau American Communities Survey
Belmor	Belmor Park Golf & Country Club
CFR	Code of Federal Regulations
DOT	U.S. Department of Transportation
EIS	Environmental Impact Statement
FTA	Federal Transit Administration
FWLE	Federal Way Link Extension
I-5	Interstate 5
LOS	level of service
LRV	light rail vehicles
MOW	maintenance of way
NEPA	National Environmental Policy Act
OMF	operations and maintenance facility
OMF South	Operations and Maintenance Facility South
SEPA	State Environmental Policy Act
Sound Transit 3	Sound Transit 3: The Regional Transit System Plan for Central Puget Sound
SR	State Route
ST3	Sound Transit 3
TDLE	Tacoma Dome Link Extension
U.S.C.	United States Code

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1 INTRODUCTION

This report has been prepared to evaluate the facility location options for an operations and maintenance facility (OMF) in the South Corridor of Sound Transit's Service District in context of Title VI of the Civil Rights Act. The purpose of the document is to determine whether any of the facility location options would result in a disparate impact to populations based on race, color, or national origin.

Title VI of the Civil Rights Act of 1964 (42 U.S. Code 2000d) protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. In 1970, the U.S. Department of Transportation (DOT) established Title VI regulations in 49 Code of Federal Register (CFR) Part 21, entitled Non-Discrimination in Federally-Assisted Programs of the Department of Transportation.

As a DOT operating administration, the Federal Transit Administration (FTA) provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems and is responsible for ensuring that recipients follow federal statutory and administrative requirements.

In 2012, FTA issued Circular 4702.1B, which provides recipients of FTA financial assistance with guidance and instructions necessary to carry out DOT's Title VI regulations, regardless of whether federal funding is being provided for the facility.

Additionally, in 2013, Sound Transit adopted Resolution No. R2013-18, which established policies for conducting equity analyses of Major Service Changes impacting minority and low-income populations. Resolution no. R2013-18 provides the basis for the definition of disparate impacts in this analysis.

1.1 Background

1.1.1 Sound Transit Mission

As stated in the 2020 Five-Year Agency Strategic Plan (Sound Transit 2020), Sound Transit's mission statement is:

> Connecting more people to more places to make life better and create equitable opportunities for all.

1.1.2 Sound Transit System Planning

Sound Transit's system planning has served to develop the transit improvements throughout the three-county Sound Transit District. Sound Transit is currently implementing the plans of Sound Transit 3: The Regional Transit System Plan for Central Puget Sound (Sound Transit 3). Sound Transit 3 builds on the programs of Sound Move and Sound Transit 2 and seeks to expand the regional light rail system north to Everett; south to Federal Way and Tacoma; east to downtown Redmond, south Kirkland, and Issaquah; and west to Ballard and West Seattle, totaling 116 miles with over 80 stations. Please see Figure 1-1 for a map of Sound Transit's planned future expansion.

Figure 1-1 Link System Future Expansion and OMF Site Locations

As shown in Figure 1-1, the Sound Transit light rail system will serve four corridors: north, central, south, and east. Improvements and notes about existing or planned maintenance facilities in each of the corridors are outlined below.

- North Corridor: Sound Transit 3 extends light rail north from the Lynnwood Transit Center to downtown Everett via the Southwest Everett Industrial Center. The line includes six stations serving the areas of West Alderwood Mall, Ash Way, Mariner, Southwest Everett Industrial Center, SR 526 near Evergreen Way, and the area at the existing Everett Station. Additional parking will be provided at Mariner and Everett stations. A light rail operations and maintenance facility will be located in the North Corridor, with similar programming functions to OMF South. The facility will maintain and store a portion of the light rail fleet for the future Everett to Alaska Junction and Mariner Way to Downtown Redmond services.
- Central Corridor: Sound Transit 3 adds two light rail extensions in Seattle. The first extends light rail from downtown Seattle to West Seattle with stations serving the sports stadiums, SODO, Delridge, Avalon, and Alaska Junction. In addition, light rail extends to Ballard with a new subway through downtown Seattle and South Lake Union, with stations serving International District/Chinatown, Midtown, Westlake, Denny, South Lake Union, Seattle Center, Smith Cove, Interbay, and Ballard. Three infill stations will be added serving Northeast 130th Street, South Graham Street, and South Boeing Access Road near I-5, with parking provided at the South Boeing Access Road station. Connections to the existing Forest Street operations and maintenance facility will be built to service vehicles operating in this corridor. OMF Central will maintain and store a portion of the light rail fleet for multiple lines.
- East Corridor: Sound Transit 3 extends light rail on the Eastside, connecting Redmond, Bellevue, south Kirkland, and Issaquah to each other and to the rest of the regional system. Eastside investments include two stations serving southeast Redmond and downtown Redmond along with a new light rail line from south Kirkland to Issaquah via Bellevue. Four stations are included on the latter light rail extension serving south Kirkland, the Richards Road area, Eastgate near Bellevue College and central Issaquah. Additional parking will be provided at the southeast Redmond, south Kirkland, and central Issaquah stations. Maintenance needs in the east corridor will be served by OMF East, which was recently completed to maintain and store a portion of the light rail fleet for the Mariner Way to Downtown Redmond and South Kirkland to Issaquah services.
- South Corridor: Sound Transit 3 extends light rail south from Kent/Des Moines to Federal Way, with stations serving South 272nd and the Federal Way Transit Center. From there, light rail will continue south to Pierce County, with stations in south Federal Way, Fife, and Tacoma, where it will provide a multimodal connection to the existing Tacoma Link, the Sounder commuter rail, the Sound Transit Express Bus, and Amtrak. Parking will be added at the South 272nd, Federal Way Transit Center, South Federal Way, and Fife stations. Sound Transit 3 also includes an expansion of Tacoma Link to Tacoma Community College, with six stations. OMF South (the proposed project) would be built in the South Corridor to maintain and store a portion of the future light rail fleet for the West Seattle/Ballard to Tacoma Dome service, as well as to receive, test, commission, store, maintain, and deploy new light rail vehicles (LRVs) and materials for maintenance of the guideway for the entire system.

1.1.3 OMF South Purpose and Need

The purpose of OMF South is to construct an operations and maintenance facility in the South Corridor to support Sound Transit's Link light rail system expansion as identified in Sound Transit 3. As described above, Sound Transit 3 identified the need for two new OMFs, one in

the North Corridor and a second in the South Corridor, to fully serve existing and future light rail expansions at desired service frequency levels. As the Link light rail system continues to expand, these new facilities would supplement operations at the existing OMF Central and OMF East. All four facilities are needed to implement and operate at desired service levels outlined in the full Sound Transit 3 plan.

OMF South would do the following:

- Provide a facility with the capacity to receive, test, commission, store, maintain, and deploy vehicles to support the intended level of service for the system-wide light rail system expansion.
- Support efficient and reliable light rail service that minimizes system operating costs.
- Support and connect efficiently to the regional system and be technically and financially feasible to build, operate, and maintain, consistent with the Sound Transit 3 Plan and Sound Transit's Regional Transit Long-Range Plan.
- Preserve and promote a healthy and sustainable environment by minimizing adverse impacts to people and the natural and built environments.

The project is needed because:

- The current regional system lacks a facility with sufficient capacity and suitable location to support the efficient and reliable long-term operations for system-wide light rail expansion, including the next phase of expansion in King and Pierce counties.
- New light rail maintenance and storage capacity needs to be available with sufficient time to accept delivery of and commission new vehicles to meet fleet expansion needs and to store existing vehicles while the new vehicles are tested and prepared.

The OMF South project is necessary to support the addition of about 144 LRVs as part of the Sound Transit 3 system expansion, even if construction of light rail extensions throughout the system is phased or delayed. It would provide facilities for vehicle storage, inspections, maintenance, repair, interior vehicle cleaning, and exterior vehicle washing. Additionally, the facility would receive, test, and commission new LRVs for the entire light rail system. If the facility were not to be constructed, Link light rail would operate at reduced transit service levels and would be unable to meet the full operational capacity of the Link system.

OMF South would also be used to accommodate administrative and operational functions, such as serving as a report base for LRV operators. Included is a Maintenance of Way (MOW) building for maintenance and storage of spare parts for tracks, vehicle propulsion equipment, train signals, and other infrastructure in addition to storage facilities for the entire Link system. Other facility elements would include employee and visitor parking, operations staff offices, maintenance staff offices, dispatcher work stations, an employee report room, and areas with lockers, showers, and restrooms for both operators and maintenance personnel.

1.2 Regulatory Setting

Chapter III of FTA's Circular 4702.1B describes requirements that all FTA recipients must follow to ensure that their programs, policies, and activities comply with DOT's Title VI regulations. Sound Transit has determined that the selection of a light rail OMF falls under the provisions in

Chapter III-13 of FTA Circular 4702.1B. The following requirements are listed under Determination of Site or Location of Facilities:

> 13. DETERMINATION OF SITE OR LOCATION OF FACILITIES. Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." For purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Therefore, Sound Transit is required to conduct a Title VI equity analysis to ensure the location is selected without regard to race, color, or national origin. Per the guidance in the FTA Circular, this analysis must do the following:

- Compare impacts of various siting alternatives.
- Determine whether cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area.
- Include outreach to persons potentially impacted by the siting of the facility.
- Occur before the selection of the preferred site. If any disparate impacts or disproportionate burdens are identified through the analysis, the least discriminatory alternative must be implemented.

1.3 Definitions and Methodology

In the FTA circular "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (FTA C 4702.1B), FTA defines a disparate impact as a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's or implementing agency's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color, or national origin. In Resolution No. R2013-18[1], Sound Transit defines a disparate impact as one that "occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area."

Building on the definition of disparate impacts in the FTA circular and Resolution No. R2013-18, Sound Transit has defined disparate impacts for the purposes of this facility equity analysis. A

[1] Resolution No. R2018-18 addresses Sound Transit's disparate impact policy for fare changes. Because FTA requires an agency to have a consistent definition of disparate impact for all applications, and Sound Transit has not adopted a specific definition of disparate impact for this analysis, the definition from R2013-18 is used as the basis for this analysis.

disparate impact occurs when the minority percentage of the population adversely affected by a facility location is greater than the average minority percentage of the population of Sound Transit's service area. A facility location creates an adverse effect when both direct costs, such as residential and business displacements, and indirect costs, such as construction impacts and public health risks, are greater than the benefits to the surrounding community associated with the proposed facility location. The measurement of the costs and benefits of the facility location alternatives may include quantitative data and qualitative inputs from potentially impacted communities.

The site alternative equity analysis is based on the findings of two "tests," per the FTA Circular (FTA C 4702.1B). Each site is analyzed using the following two-step process:

1. The population within the vicinity of each build alternative is analyzed and compared to the Sound Transit District as a whole to identify whether higher than average minority populations are present.
2. Potential disproportionate direct and indirect impacts (or costs) to minority populations are described, with the consideration of mitigation and offsetting benefits.

Based on the findings of these two steps, a conclusion is made about the potential for disparate impacts at each site. If possible to differentiate, the magnitude of potential disparate impacts are compared between the alternative sites.

1.4 Nexus of This Equity Analysis and EIS

Sound Transit is complying with the requirements for environmental review concurrent with the development of this Equity Analysis. In 2018, Sound Transit initiated preparation of an Environmental Impact Statement (EIS) by publishing a Determination of Significance and Scoping notice under the Washington State Environmental Policy Act (SEPA) and published a Draft EIS in March 2021. Both of these documents may be found on Sound Transit's Operations and Maintenance Facility South website at https://www.soundtransit.org/system-expansion/operations-maintenance-facility-south/documents.

The Draft EIS analyzes and documents the sites' potential impacts to the natural and built environment and proposes ways to mitigate unavoidable impacts. The EIS and associated public and agency engagement process will inform Sound Transit's decision about which site alternative should be selected and built. The public had the opportunity to review and make formal comment on the Draft EIS in spring 2021. A preferred alternative has not yet been identified.

The EIS process, findings, and public outreach efforts are key elements of this analysis and described in more detail throughout the remainder of this document.

2 PROJECT DESCRIPTION AND ALTERNATIVES

2.1 Project Context

As described in Section 1.1, Background, Sound Transit requires four OMFs to support its expansion plans across the region. Sound Transit currently services the existing light rail fleet at OMF Central on South Forest Street in Seattle and has recently completed OMF East in Bellevue. To support the service expansion objective under Sound Transit 3, Sound Transit is currently planning to add another OMF north of Seattle and an additional OMF south of Seattle.

As described in the OMF South Alternatives Evaluation Technical Memorandum (Sound Transit 2019a) and summarized below, Sound Transit went through an extensive alternative site selection process for siting an OMF within the South Corridor in a location that meets the project's Purpose and Need. For the purposes of this Facility Equity Analysis, it is important to note that the potential for impacting minority populations is greater in the South Corridor than within other corridors of the Sound Transit district since minority populations tend to be higher in the South Corridor compared to the Sound Transit district as a whole. Figure 2-1 shows the percent of minority population by census tract within Sound Transit's service district that are above and below the district average of 39 percent. As can be seen, there is generally a greater percentage of minority population within the southern end of the district.

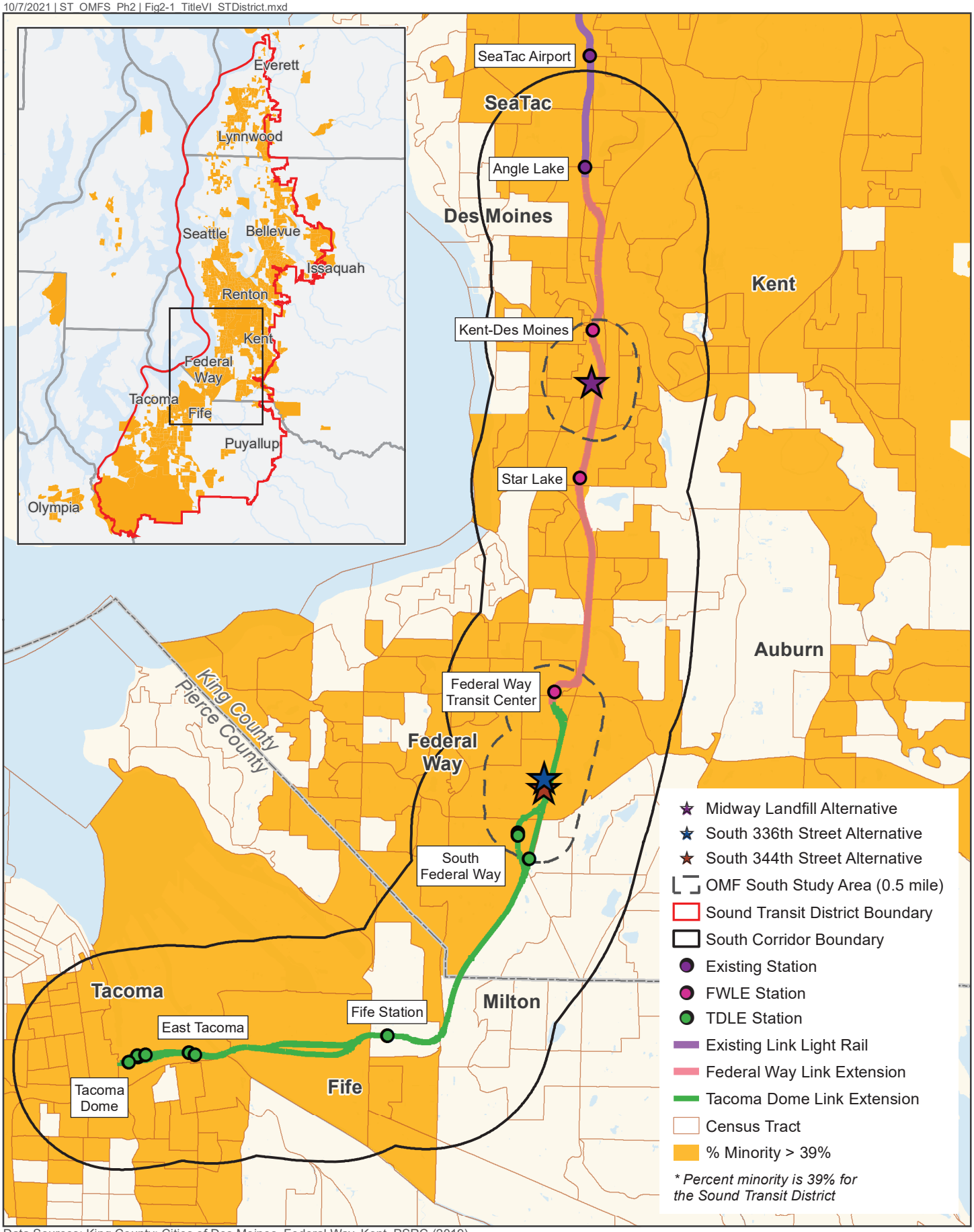
2.2 Alternative Sites Selection Process

Beginning in early 2018, Sound Transit conducted early scoping followed by alternative development, including site identification, prescreening, and alternatives evaluation. In early 2019, several alternatives were presented to the public during SEPA scoping, and in May 2019, the Sound Transit Board identified three project alternatives for evaluation in the Draft EIS. A preferred alternative has not yet been identified.

2.2.1 Early Scoping

In March 2018, Sound Transit published the Tacoma Dome Link Extension and Operations and Maintenance Facility South Early Scoping Information Report (Sound Transit 2018a). Early scoping was intended to initiate the public conversation before the start of environmental studies and was conducted for both projects concurrently. The public comment period for early scoping was from April 2 to May 3, 2018, during which Sound Transit asked for public, tribe, and agency comments on the project's Purpose and Need statement; the Tacoma Dome Link Extension (TDLE) "representative project alignment" and other alternative alignments; and alternative locations for an OMF in the South Corridor.

In June 2018, Sound Transit published the Tacoma Dome Link Extension and Operations and Maintenance Facility South Early Scoping Summary Report (Sound Transit 2018b). Sound Transit received approximately 50 comments regarding the potential OMF South location, including suggestions for sites in Kent, Federal Way, Milton, Fife, and Tacoma.



Data Sources: King County; Cities of Des Moines, Federal Way, Kent, PSRC (2019).

N

0 1 2 Miles

FIGURE 2-1
Average Minority Population
Sound Transit District

OMF South

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.

2.2.2 Site Identification and Screening

After early scoping, Sound Transit initiated the alternative development process, evaluating a total of 24 sites. These sites were identified through a series of internal workshops with Sound Transit staff and the consultant team and by the public during early scoping.

The prescreening evaluation used the following three criteria, based on the OMF South Purpose and Need statement, to evaluate the 24 sites identified during early scoping:

1. **Meets minimum size and shape.** This criterion evaluated each site's ability to store and maintain at least 144 LRVs and accommodate a 5-acre storage site.
2. **Roadway improvements.** This criterion considered whether selection of the site would preclude funded roadway improvements.
3. **Regulatory constraints.** This criterion evaluated the potential for severe impacts to known cultural resources, wetlands, and other sensitive areas.

The evaluation criteria were applied to each site using a pass or fail method. If a site failed one criterion, it was not advanced to the next stage in the alternative development process. As a result, six sites were eliminated and two configuration options were added for each Midway Landfill site, for a total of 20 potential sites.

2.2.3 Alternatives Evaluation

The alternatives evaluation used a total of 21 criteria to evaluate the 20 sites that moved forward from prescreening (Table 2-1). Criteria were not weighted, but evaluated on a scale from higher to lower performing. Factors included environmental considerations, such as impacts to built and natural resources, as well as operational and cost factors to ensure that the OMF South would be located in a sufficiently sized and accessible location. Relevant to this equity analysis, the neighborhood/community criterion evaluated impacts to major neighborhood/community cohesion and whether impacts would potentially disproportionately affect low-income and minority populations.

As a result of the alternatives evaluation, Sound Transit identified six sites to carry forward to the SEPA EIS scoping process, eliminating 14. The nine southernmost sites, including all of those located in Pierce County, were eliminated because they were not close enough to an operating light rail mainline. Sound Transit also found that potential sites located farther than 1.5 miles south of the Federal Way Link Extension (FWLE) terminus in Federal Way would not be able to efficiently connect to an operating light rail mainline when the OMF South opens, thereby not meeting the project Purpose and Need. Another five sites were eliminated because they performed poorly in other criteria. The complete results of the alternatives evaluation are summarized in the OMF South Alternatives Evaluation Technical Memorandum (Sound Transit 2019a).

Table 2-1 Evaluation Criteria and Measures

Criteria	Measures
Environmental Factors	
Current and Proposed Zoning	Suitability of current and proposed zoning/land use for use as an OMF.
Economic	Site located on properties with major economic activity generators.
Property Impacts	Estimated level of property impacts (residential, commercial).
Streets/Roads	Auto and truck access to the site from existing highway/arterial system.
Neighborhood/ Community	Impacts to major neighborhood/community cohesion and whether impacts will be equitably distributed.
Topography	Amount of grading required to accommodate facility.
Wetlands and Streams	Disruption to wetland and stream resources or priority habitat areas on or adjacent to the site.
Floodplains and Critical Areas	Impacts to floodplains or other critical areas.
Parks, Trails, and Open Space	Impacts to parks, trails, or open space.
Historic/Archaeological	Impacts to historic, archaeological resources on or adjacent to the site.
Hazardous Materials/ Brownfields	Potential to impact sites with hazardous materials.
Noise	Potential for impacts to noise-sensitive properties.
Operational and Cost Factors	
Size/Configuration	A minimum site size of 33 acres able to store and maintain approximately 144 vehicles, plus an additional 5-acre storage area that includes a 30,000-square-foot building on or adjacent to the site.
Maintenance Window	Impact on the nightly maintenance window of 1 a.m. to 5 a.m.
LRV Site Access	LRV access to the site related to the complexity of the connection and the distance from the FWLE or TDLE representative alignment.
Schedule Risk (other than LRV access)	Will the facility be able to receive and commission LRVs per ST3 Operations Analysis?
Operability	When the facility (OMF South) opens, will the site be connected to an activated line to allow vehicles to move around the system?
Operating Estimates	Order of magnitude operating estimates.
Capital Estimates	Order of magnitude preliminary capital estimates for the site footprint, 5-acre storage site, and lead track.
Property Value	Assessed value plus escalation factors for each property affected by the project footprint of the facility.
Plan Consistency	
Sound Transit Regional Transit Long-Range/ST3 Plan	Consistent with the Sound Transit Regional Transit Long-Range Plan and ST3 Plan.

2.2.4 SEPA Scoping

Sound Transit published the scoping notice for the EIS in the SEPA Register on February 19, 2019. The purpose of scoping is to narrow the focus of the EIS to significant environmental issues, to eliminate insignificant impacts from detailed study, and to identify alternatives to be analyzed in the EIS. Sound Transit also asked for comments regarding the project's Purpose and Need statement.

Sound Transit considered the following six sites during the SEPA scoping process:

1. S 240th Street and State Route (SR) 99
2. Midway Landfill and Interstate 5 (I-5)
3. Midway Landfill and SR 99
4. S 316th Street and Military Road
5. S 336th Street and I-5
6. S 344th Street and I-5

During the public comment period (February 19 to April 1, 2019), Sound Transit accepted comments from agencies, tribes, and the public and conducted two public scoping meetings, an agency scoping meeting, and an online open house.

In May 2019, the Sound Transit Board identified three site alternatives to carry forward for further evaluation: Midway Landfill and I-5, S 336th Street and I-5, and S 344th Street and I-5. These alternatives were renamed Midway Landfill Alternative, South 336th Street Alternative, and South 344th Street Alternative, respectively. The Board's decision was based on the project's Purpose and Need; OMF South site requirements and screening criteria; and input from agencies, tribes, and the public during the scoping period. The remaining three sites — S 240th Street and SR 99, Midway Landfill and SR 99, and S 316th Street and Military Road — were not carried forward.

2.2.5 Draft Environmental Impact Statement

Sound Transit published the OMF South Draft EIS on March 5, 2021. The Draft EIS analyzed the No-Build Alternative and three build alternatives, as mentioned above: Midway Landfill Alternative, South 336th Street Alternative, and South 344th Street Alternative.

2.2.5.1 No-Build Alternative

The No-Build Alternative represents the transportation system and environment as they would exist without the proposed project and provides a benchmark against which the project alternatives can be compared.

The No-Build Alternative assumes the other Link light rail system improvements listed in Sound Transit 3 would be built, including extensions from downtown Seattle to West Seattle and Ballard; Lynnwood to Everett; Redmond Technology Center to downtown Redmond; south Kirkland to Issaquah; Kent/Des Moines to Federal Way Transit Center; and Federal Way Transit Center to Tacoma Dome. The No-Build Alternative also assumes that the new North Corridor OMF would be constructed. Under Sound Transit's System Expansion Plan, each of these projects would be constructed and operating by 2044.

2.2.5.2 Build Alternatives

The three build alternatives are shown in Figure 2-2. The Midway Landfill Alternative is located adjacent to FWLE and would connect by lead tracks directly to the FWLE mainline. The South 336th Street and South 344th Street alternatives would require the construction of between approximately 1.4 and 1.8 miles of mainline tracks from the FWLE terminus. The mainline through Federal Way is planned to be constructed as a part of TDLE, and therefore would be built regardless of which OMF South alternative is selected. However, the impacts from the mainline would occur earlier in time if either the South 336th Street or South 344th Street alternative were built prior to TDLE, so the impacts of the mainline are included in the OMF South Draft EIS and in this document.

Midway Landfill Alternative

The Midway Landfill Alternative is located in Kent between S 246th Street and S 252nd Street and between I-5 and SR 99. Because the site would be located adjacent to FWLE, which is scheduled to open as an active light rail line in 2024, there would be no need to build additional mainline.

The programmed site area (development footprint) of the Midway Landfill Alternative is approximately 68 acres, which includes the 2-story OMF building, the 1-story MOW building, the 1-story Link System-Wide Storage building, storage tracks, training tracks, parking, and yard areas. There would be approximately 450 parking spaces, including spaces for employees, visitors, accessible parking, and nonrevenue Sound Transit vehicles. The yard area encompasses approximately 8.5 acres.

South 336th Street Alternative

The South 336th Street Alternative is located in Federal Way between S 336th Street and S 341st Place and between I-5 and SR 99, and it would require the construction of approximately 1.4 miles of mainline tracks from the FWLE terminus at the Federal Way Transit Center to the site. There are two alternative alignments for this length of mainline: the TDLE Preferred Alternative, designed for 40 mph, and the TDLE Design Option, designed for 55 mph. Both mainline alignments would be elevated, with north-bound and south-bound tracks. The mainline would extend south approximately 600 feet past the southeast corner of the site to serve as tail tracks to allow trains to access the Link system if the northeast lead tracks were out of service.

The South 336th Street Alternative site footprint is approximately 59 acres, which includes the OMF building, the MOW building, the Link System-Wide Storage building, storage tracks, parking, training tracks, and yard areas. There would be approximately 435 parking spaces, including spaces for employees, visitors, accessible parking, and nonrevenue Sound Transit vehicles. The yard area would be approximately 7.2 acres.

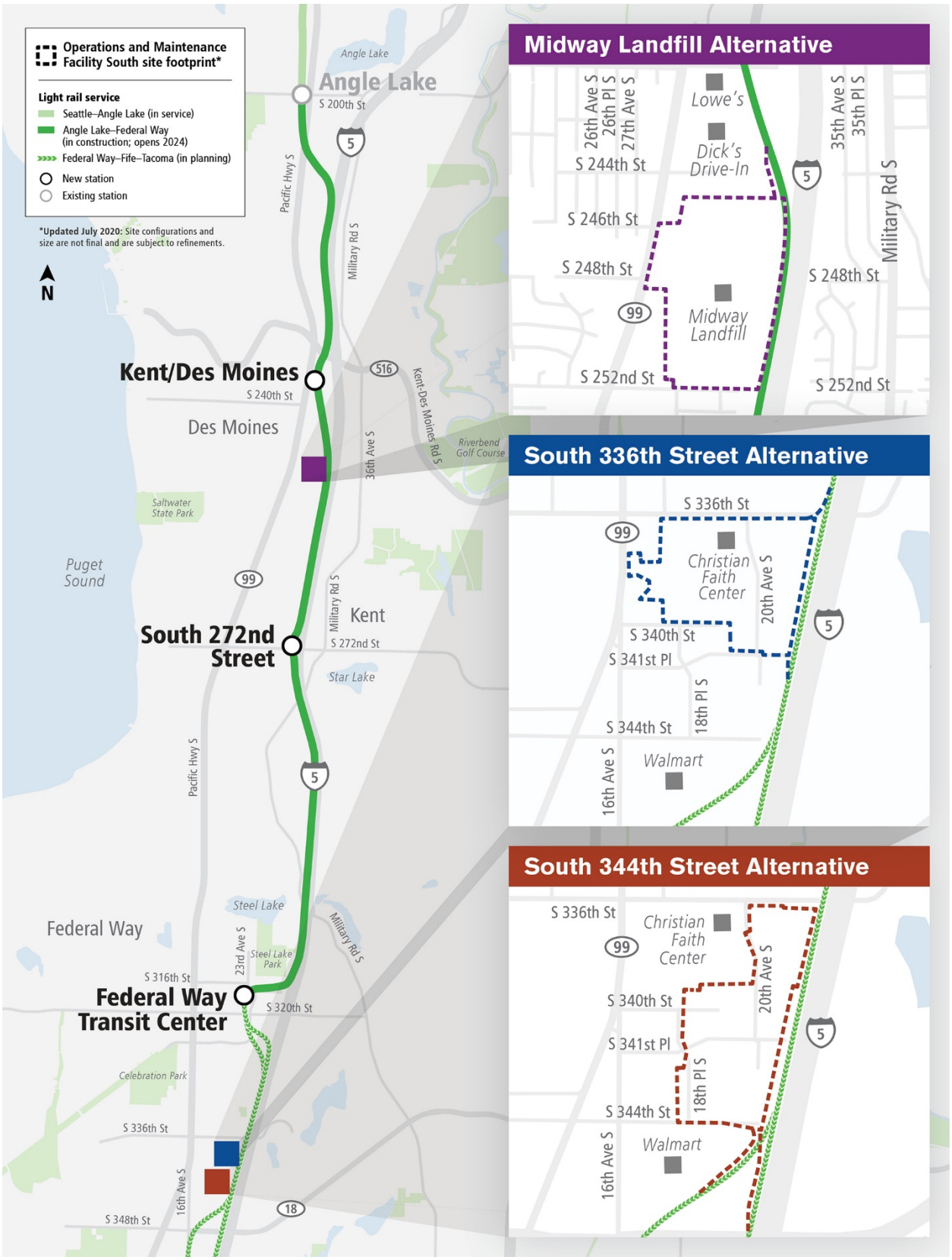


Figure 2-2 OMF South Alternatives

South 344th Street Alternative

The South 344th Street Alternative is located in Federal Way between S 336th Street and S 344th Street and between I-5 and 18th Place S, and it would require the construction of approximately 1.8 miles of mainline tracks from the FWLE terminus at the Federal Way Transit Center to the site. As with the South 336th Street Alternative, there are two alternative alignments for the elevated mainline track leaving the Federal Way Transit Center: the TDLE Preferred Alternative and TDLE Design Option.

The mainline would extend past the southeast corner of the site to serve as tail tracks to access the Link system if the northeast lead tracks are out of service. There are two options for the South 344th Street Alternative tail tracks that follow the design alternatives for TDLE: the Enchanted Parkway alignment that would extend approximately 1,500 feet south of the site and the I-5 alignment that would extend approximately 1,800 feet south of the site. Both tail track options would be elevated their entire length.

The South 344th Street Alternative site footprint is approximately 65 acres, which includes the OMF building, the MOW building, the Link System-Wide Storage building, storage tracks, training tracks, parking, and yard areas. There would be approximately 435 parking spaces, including spaces for employees, visitors, people with disabilities, and spaces for nonrevenue Sound Transit vehicles. The yard area would be approximately 11.2 acres.

3 SITE ALTERNATIVE EQUITY ANALYSIS

3.1 Demographics

This section describes the demographics in the Sound Transit District, the South Corridor, and by build alternative. The purpose of these comparisons is to understand how the distribution and concentration of minority populations could be affected by each alternative and how they compare to the demographics of the Sound Transit District as a whole.

Demographic information provided is from the U.S. Census Bureau American Communities Survey (ACS) 2014–2018 5-Year estimates. For each Build Alternative, demographic characteristics for minority populations is based on a 0.5-mile buffer around each alternative. A summary of the proportion of minority populations for each alternative, the South Corridor, and the Sound Transit District are shown in Table 3-1.

Table 3-1 Demographic Characteristics

	Midway Landfill Alternative	South 336th Street Alternative	South 344th Street Alternative	South Corridor[3]	Sound Transit District
Total Population[1]	9,567	7,973	9,336	188,276	3,158,800
Minority Population[2] (%)	65%	61%	57%	53%	39%

Source: U.S. Census Bureau, American Community Survey (ACS) 2014–2018 5-Year Estimates

Notes:

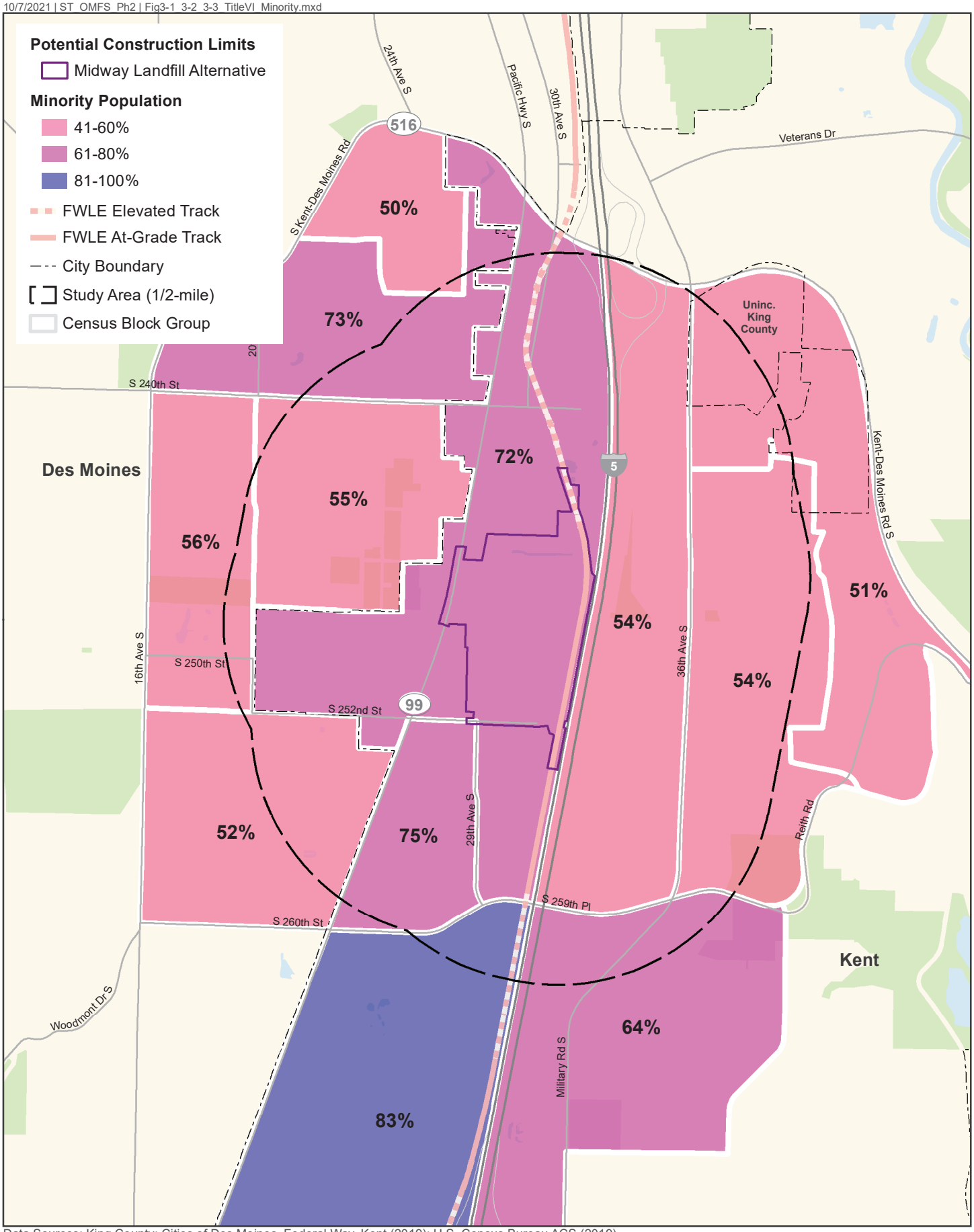
(1) Data represents the latest U.S. Census 5-year estimates based on 2014–2018 survey data. Survey data are not available at the census-block level; the data represent an estimate of minority persons in block groups within 0.5 mile of each project alternative, which was the study area used in the OMF South Draft EIS.

(2) Minority is defined as all but Non-Hispanic White Alone.

(3) For the purposes of this analysis, the South Corridor is defined as a 1.5-mile buffer area around the Link light rail alignment from the terminus of Central Link at Angle Lake to the terminus of the Tacoma Dome Link Extension at the Tacoma Dome. This is consistent with the area along the planned southern light rail alignment that was considered for possible location of OMF South.

3.1.1 Midway Landfill Alternative

The Midway Landfill Alternative in Kent includes the highest proportion of minority residents as compared with the two alternatives located in Federal Way. The study area for the Midway Landfill Alternative represents approximately 9,600 residents. Of these residents, approximately 65 percent are reported as minorities, compared to the 39 percent for the Sound Transit District as a whole and 53 percent in the South Corridor. Figure 3-1 depicts the proportion of minority population, by block group, for the Midway Landfill Alternative.



Data Sources: King County; Cities of Des Moines, Federal Way, Kent (2019); U.S. Census Bureau ACS (2019).

N

0 0.25 0.5 Miles

FIGURE 3-1
Minority Population Distribution
Midway Landfill Alternative

OMF South

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.

3.1.2 South 336th Street Alternative

The study area for the South 336th Street Alternative in Federal Way is comprised of a minority population of 7,973 persons, accounting for 61 percent of the population, which is higher than the 39 percent minority population for the Sound Transit District as a whole and the 53 percent minority population for the South Corridor. Figure 3-2 depicts the proportion of minority population, by block group, for the South 336th Street Alternative.

3.1.3 South 344th Street Alternative

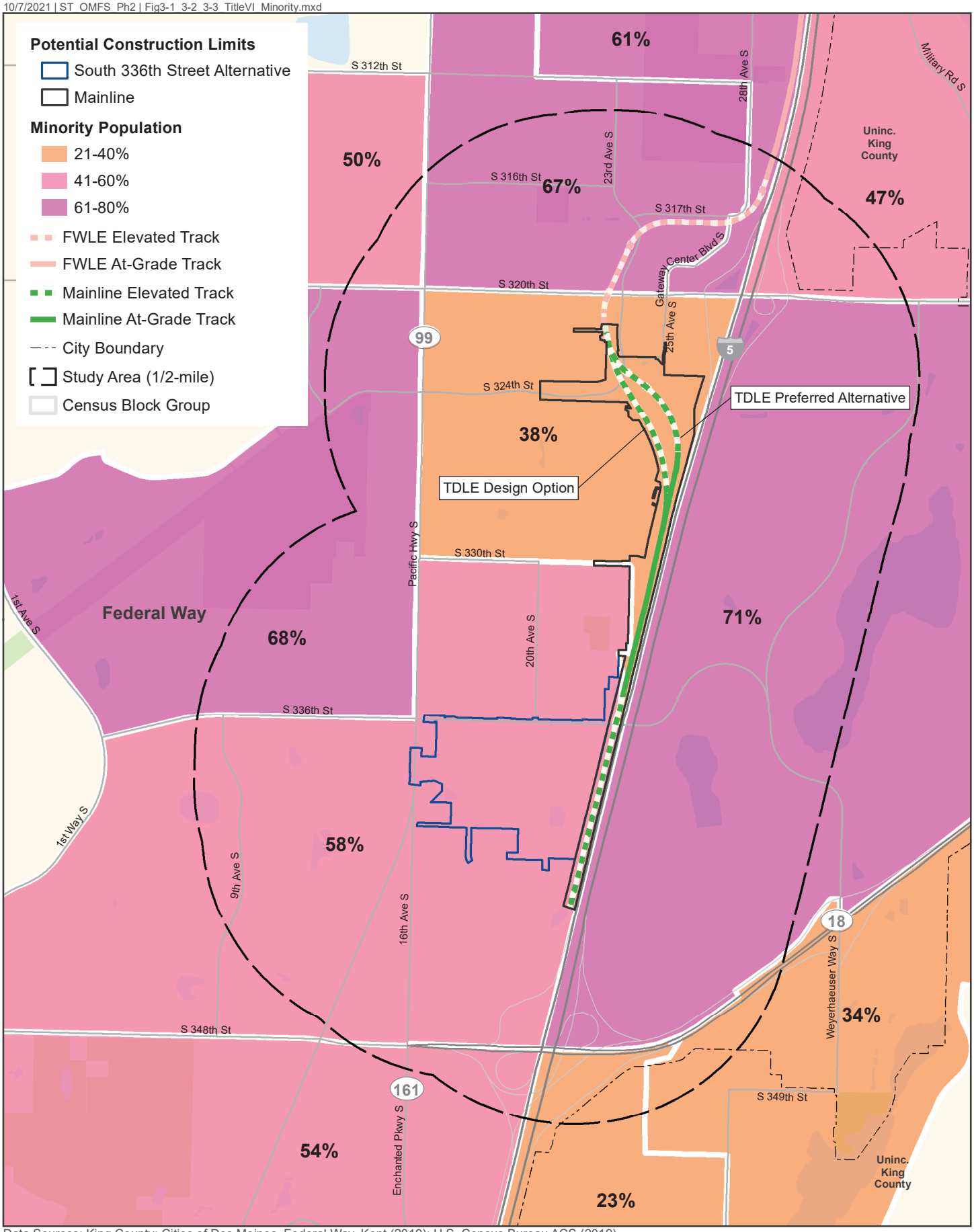
The study area for the South 344th Street Alternative in Federal Way includes the lowest proportion of minority residents as compared with the other two alternatives: 9,336 persons, or 57 percent. As with the other build alternatives, this proportion is larger than the 39 percent minority population for the Sound Transit District as a whole and the 53 percent minority population for the South Corridor. Figure 3-3 depicts the proportion of minority population, by block group, for the South 344th Street Alternative.

3.1.4 Demographic Conclusions

All build alternatives are located within areas that have proportions of minority populations (ranging from 57 to 65 percent minority) that are substantively higher than the proportion of minority populations present in the Sound Transit District as a whole (39 percent minority). The absolute percentage difference ranges from 18 to 26 percentage points higher for the build alternatives compared to the Sound Transit District.

As noted in Section 1.3, the definition of a disparate impact is one that “occurs when the minority percentage of the population adversely affected by a facility location is greater than the average minority percentage of the population of Sound Transit's service area.” Thus, each of the alternative locations has the potential to cause a disparate impact because all three sites meet the threshold requirement of having a minority population above the Sound Transit district average.

Because all alternative locations have minority populations above the Sound Transit district average, all three sites will be evaluated under “test two” set out in Section 1.3. The following sections consider whether the balance between impacts (or burdens) and benefits from construction and operation of the OMF South facility would result in overall adverse effects to the affected population.



Data Sources: King County; Cities of Des Moines, Federal Way, Kent (2019); U.S. Census Bureau ACS (2019).

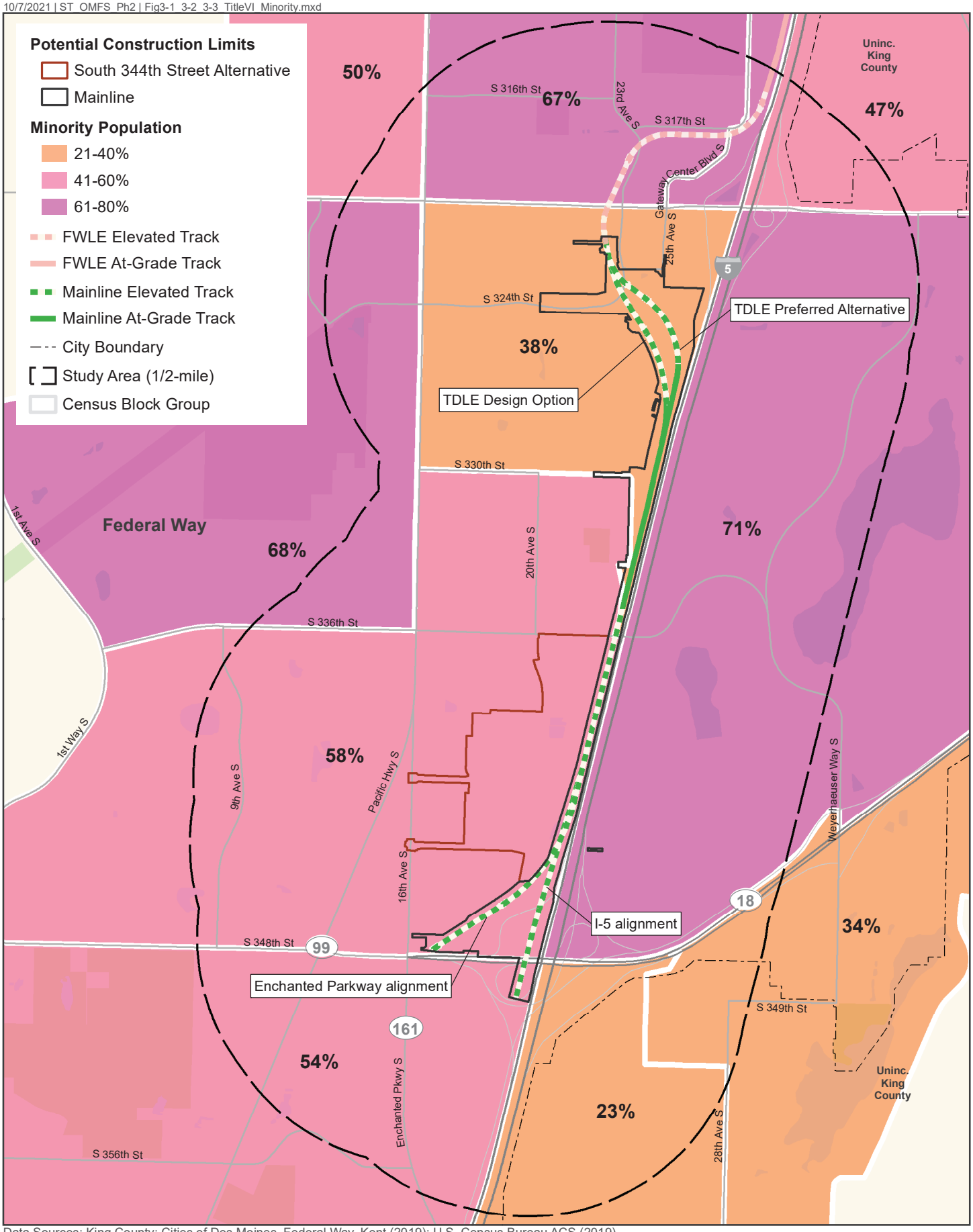
N

0 0.25 0.5 Miles

FIGURE 3-2
Minority Population Distribution
South 336th Street Alternative

OMF South

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.



Data Sources: King County; Cities of Des Moines, Federal Way, Kent (2019); U.S. Census Bureau ACS (2019).

N

0 0.25 0.5 Miles

FIGURE 3-3
Minority Population Distribution
South 344th Street Alternative

OMF South

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.

3.2 Summary of Impacts and Benefits

To analyze impacts, potential direct, indirect, and cumulative impacts from the OMF South Draft EIS were reviewed. This section provides a summary of impacts and benefits from the build alternatives. The impacts and benefits are further discussed in Section 3.3, the Disparate Impacts Analysis.

3.2.1 Project Impacts

The OMF South Draft EIS disclosed detailed potential impacts associated with each of the build alternatives compared to the impacts associated with the No-Build Alternative. A summary of potential impacts for each build alternative is presented in Table 3-2. This summary includes both potential direct and indirect impacts as well as cumulative impacts, and it focuses on impacts that differ between alternatives and have potential to affect minority populations disproportionately before mitigation and consideration of offsetting benefits.

Project actions that are unlikely to have impacts on minority populations or that are similar between all alternatives are not included in this table. Table 3-2 also depicts the comparative intensity of each impact (before mitigation and consideration of offsetting benefits) between alternatives, using a color scale, as shown below. Dark blue indicates an alternative with more impacts compared to other alternatives, light blue indicates moderate impacts, and white indicates less impacts compared to other alternatives.

The impacts listed for the South 336th Street Alternative and the South 344th Street Alternative include those associated with building the mainline connection south from the existing terminus of FWLE. The current construction schedules would have construction of OMF South beginning in 2024, with operations beginning as early as 2029. This schedule precedes the TDLE construction schedule, which is currently anticipated to begin in 2026, with light rail service beginning as early as 2032. Thus, impacts associated with the extension of the mainline tracks would occur approximately 2 years earlier if either the South 336th Street or South 344th Street alternative is selected for the OMF South location; however, it is important to note that TDLE construction activity would continue until at least 2030.

Also provided for reference are the population size and proportion of minority populations in the vicinity of each project site, in the South Corridor, and for the Sound Transit District.

Table 3-2 Equity Impact Comparison For Alternative Sites

Table Key	Less Impacts	Moderate Impacts	More Impacts

Impact Type	Midway Landfill	South 336th Street	South 344th Street
Sound Transit District: *Population: 3,158,800* *Minority Population: 39%* *South Corridor:* *Population: 188,276* *Minority Population: 53%*	Total Population 9,567 Minority Population: 65%	Total Population: 7,973 Minority Population: 61%	Total Population: 9,336 Minority Population: 57%
Transportation Impacts	**More Impacts** All the build alternatives would require demolition activities and earthwork that would generate truck trips during the construction effort; however, the Midway Landfill Alternative could require up to 564 round trip truck trips per day during site preparation, which could last over 5.5 years (note that yearly duration does not include activities during the months of October through April). The substantial number of daily truck trips over several years necessary for the subsurface construction design options (particularly the Hybrid and Full Excavation options) could exacerbate existing congestion in some locations, as well as noise and visual impacts, and could be perceived by the community as a negative impact. Operational impacts include level of service (LOS) reduction at the S 246thStreet/SR 99 intersection, which would require mitigation.	**Less Impacts** All the build alternatives would require demolition activities and earthwork that would generate truck trips during the construction effort. However, fewer than 80 truck trips per day are expected during construction.	**Less Impacts** All the build alternatives would require demolition activities and earthwork that would generate truck trips during the construction effort. However, fewer than 80 truck trips per day are expected during construction.

Table 3-2 Equity Impact Comparison For Alternative Sites (continued)

Impact Type	Midway Landfill	South 336th Street	South 344th Street
Parcels affected, business and employee displacements, residential displacements	**Less Impacts** 42 parcels 4 displaced businesses 43 employee displacements 0 displaced residences	**Moderate Impacts** **With TDLE Preferred Alternative** 36 parcels 2 displaced businesses 94 employee displacements 61 displaced residences (including 47 residences at Belmor due to mainline tracks[1]) **With TDLE Design Option** 36 parcels 2 displaced businesses 1 displaced church 94 employee displacements 73 displaced residences (including 59 residences at Belmor due to mainline tracks[1])	**More Impacts** **With TDLE Preferred Alternative** 65 parcels 12 displaced businesses 248 employee displacements (including 1 displaced business due to mainline tracks[1]) 67 displaced residences (including 47 residences at Belmor due to mainline tracks[1]) **With TDLE Design Option** 65 parcels 12 displaced businesses (including 1 displaced business due to mainline tracks[1]) 3 displaced churches 248 employee displacements 79 displaced residences (including 59 residences at Belmor due to mainline tracks[1])
Community and social resource impacts	**Less Impacts** There would be no long-term impacts to social resources or community facilities within the Midway Landfill Alternative study area.	**Moderate Impacts** The South 336th Street Alternative would displace residential units within Belmor, disrupting social cohesion, and would result in negative impacts to social resources, including displacing the Christian Faith Center and the Pacific Christian Academy. In addition, community resources in proximity to the alternative would experience indirect impacts to visual resources, and indirect impacts from noise and vibration.	**More Impacts** The South 344th Street Alternative would have the same impacts as the South 336th Street Alternative on Belmor and would result in displacement of the CrossLife Community Church, Family Life Community Church, and Voice of Hope Church. In addition, community resources in proximity to the alternative would experience indirect impacts to visual resources, and indirect impacts from noise and vibration.

Table 3-2 Equity Impact Comparison For Alternative Sites (continued)

Impact Type	Midway Landfill	South 336th Street	South 344th Street
Hazardous materials	**More Impacts** Construction impacts of the Midway Landfill Alternative would include the removal of the protective landfill cap and could include the potential release of contaminated air, soil, and groundwater due to its characterization as a high-risk hazardous materials site. Trucks hauling contaminated material from the site to disposal facilities could introduce additional risk of exposure to hazardous materials. These risks are in addition to those incurred via standard construction impacts present at all sites.	**Less Impacts** No differentiating impacts for this alternative.	**Less Impacts** No differentiating impacts for this alternative.
Cumulative impacts from other similar facilities nearby (includes storage, maintenance, operations, etc.)	**Moderate Impacts** There are no other facilities in proximity that are similar size and operational configuration of the OMF South; however, the following smaller facilities are in proximity and may potentially contribute to overall cumulative impacts due to increases in traffic congestion and noise: • NW Vehicle Storage • Ryder Truck Rentals • Pacific Fleet & Lease Sales • Kent Supreme Self Storage • TEC Equipment • Kent Armory (Washington Army National Guard) • Public Storage • Allison Marine Service • Alpha Lion Trucking	**Moderate Impacts** There are no other facilities in proximity that are similar size and operational configuration of the OMF South; however, the following smaller facilities are in proximity and may potentially contribute to overall cumulative impacts due to increases in traffic congestion, noise, and changes to roadway network and access: • Public Storage • Storage Star • Spectrum Business Park (includes multiple auto repair shops) • Valmet Service Center • Olympic Moving & Storage • USPS Distribution Center	**Moderate Impacts** There are no other facilities in proximity that are similar size and operational configuration of the OMF South; however, the following smaller facilities are in proximity and may potentially contribute to overall cumulative impacts due to increases in traffic congestion, noise, and changes to roadway network and access: • Public Storage • Storage Star • Spectrum Business Park (includes multiple auto repair shops) • Valmet Service Center • Olympic Moving & Storage • USPS Distribution Center

Notes:

(1) The displacements associated with the mainline are included in this table because a track connection would be required to reach the South 336th Street and South 344th Street alternatives from the terminus of FWLE at the Federal Way Transit Center. The mainline through Federal Way is planned to be constructed as a part of TDLE and therefore would be built regardless of which OMF South alternative is selected. These impacts are also disclosed in the TDLE Draft EIS.

3.2.2 Project Benefits

In addition to impacts described above, project benefits are expected to accrue as a result of OMF South and would be similar in nature for all build alternative sites. OMF South would support the system-wide expansion of light rail as called for in Sound Transit 3, including expansion into the South Corridor from Federal Way to Tacoma. This would, in turn, improve regional connectivity and mobility and provide a reliable means of transportation. While all populations within Sound Transit's service area would realize these benefits, they could accrue to a higher degree for minority residents as a primary means of transportation given the higher percentage of minority population within Sound Transit's South Corridor.

The community around the Midway Landfill site would realize the benefits from improved light rail service sooner than the community around the southern sites, and regardless of whether OMF South is constructed; this is because they are already in proximity to a future FWLE light rail station, with an anticipated opening date in 2024. If the Midway Landfill Alternative were selected, the cleanup of the Midway Landfill site to meet regulatory standards for development would be an improvement to existing conditions in the area in the long term because it would remove buried, but stable, contaminated materials and replace the vacant, closed landfill site with a new use and employment opportunities.

The communities around the South 336th Street and South 344th Street alternatives would benefit from the future TDLE, with an anticipated opening date of 2032. However, the expansion of Link light rail at planned service levels in the South Corridor is reliant on the completion of OMF South.

Additional benefits to all populations, including minority populations, would accrue through the addition of between approximately 5,100 and 6,800 job years[2] to construct OMF South and approximately 480 jobs to operate the facility. Further, increased purchases and sales generated by construction within the community, and purchases of food and goods by construction workers and OMF South employees, would benefit local businesses.

3.2.3 Summary of Project Burdens and Benefits

Table 3-3 summarizes the project burdens and benefits for each of the three OMF South Alternatives, with a focus on the impacts that are differentiators between the alternatives.

[2] A job year is defined as full-time employment for one person over the course of a year (assuming 2,080 hours of employment per year).

Table 3-3 Summary of Project Burdens and Benefits

	Midway Landfill Alternative	South 336th Street Alternative	South 344th Street Alternative
Summary of Impacts	Short term: • Substantial truck traffic during construction, exacerbating congestion during peak travel times • Potential exposure to hazardous materials during removal and transport of fill materials Long term: • Displacement of 4 businesses and estimated 43 employees • LOS impact at S 246th Street/SR 99 intersection	Long term: • OMF site displacement of 14 residences; mainline displacement of up to 59 residences[1] • OMF site displacement of 2 businesses and estimated 94 employees • Displacement of 1 church and associated school and daycare center	Long term: • OMF site displacement of 20 residences; mainline displacement of up to 59 residences[1] • OMF site displacement of 11 businesses and estimated 217 employees; mainline displacement of 1 business and estimated 31 employees[1] • Displacement of 3 churches
Impacts after Mitigation	• Measures to manage construction traffic could reduce congestions but extend construction duration • Risk of hazardous material exposure would be reduced • Business displacements will be mitigated through relocation assistance • S 246th/SR 99 intersection can be reconfigured to avoid LOS impacts	• Residential and business displacements will be mitigated through relocation assistance	• Residential and business displacements will be mitigated through relocation assistance
Summary of Benefits	Short term: • Economic activity generated through construction activities and workers Long term: • Improved transit service and access to employment opportunities throughout Link system • Landfill site remediated • Anticipated to result in approximately 476 jobs at the OMF site • Economic activity generated by OMF South employees	Short term: • Economic activity generated through construction activities and workers Long term: • Improved transit service and access to employment opportunities throughout Link system • Anticipated to result in approximately 476 jobs at the OMF site • Economic activity generated by OMF South employees	Short term: • Economic activity generated through construction activities and workers Long term: • Improved transit service and access to employment opportunities throughout Link system • Anticipated to result in approximately 476 jobs at the OMF site • Economic activity generated by OMF South employees

Notes:

(1) The mainline is the principal track that connects stations and OMFs. The mainline in Federal Way is planned to be constructed as a part of TDLE and, therefore, would be built regardless of which OMF South alternative is selected.

3.3 Disparate Impacts Analysis

3.3.1 Midway Landfill Alternative

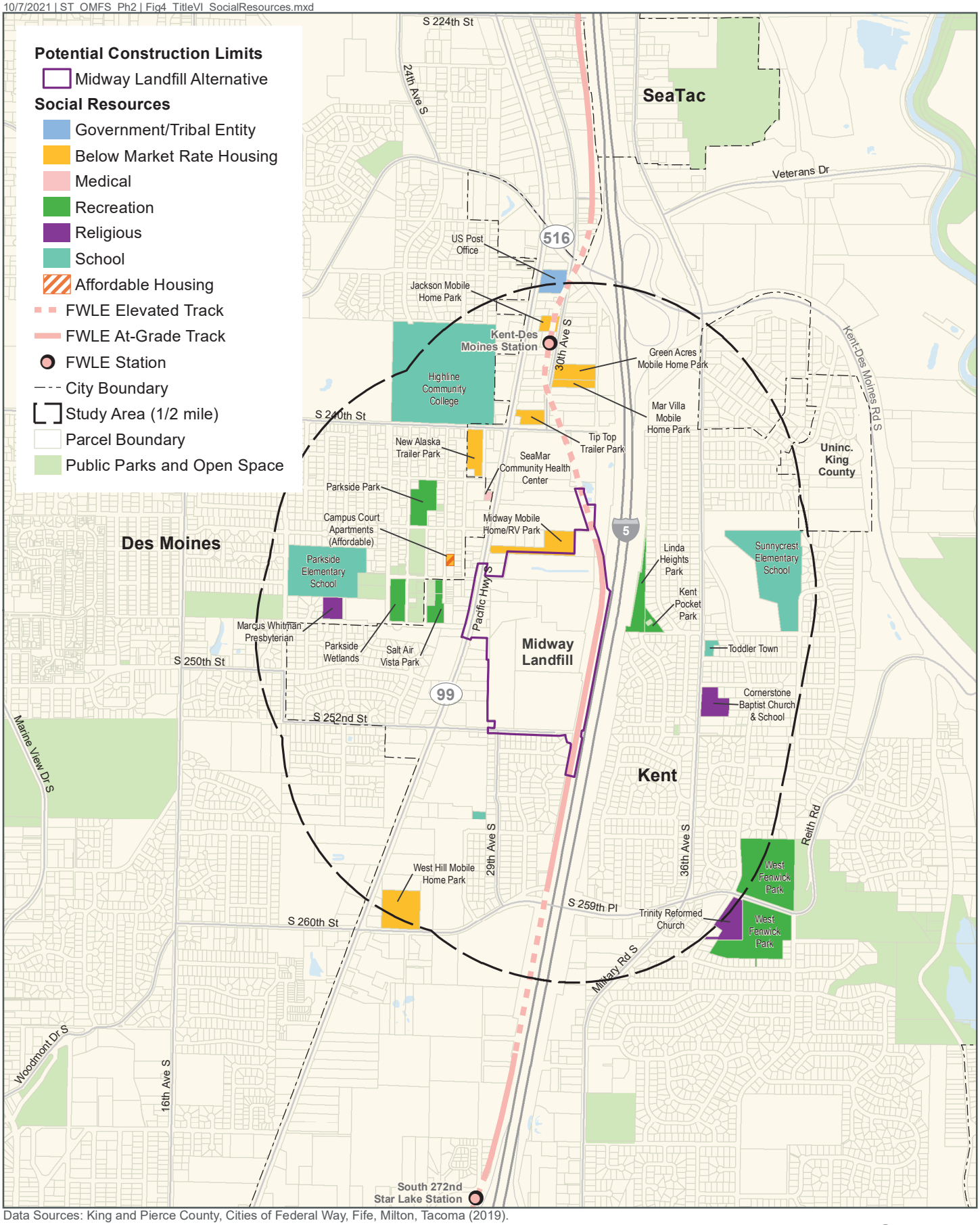
As summarized in Table 3-2, the Midway Landfill Alternative has potential for more direct and indirect costs due to construction, particularly related to construction duration, transportation, and hazardous materials concerns, compared to the South 336th Street and South 344th Street alternatives. This alternative has fewer potential impacts from displacements and relocations and impacts to community and ecological resources compared to the South 336th Street and South 344th Street alternatives (see Figure 3-4). These costs are balanced by the benefits to the system as a whole; any of the OMF alternatives would facilitate planned service levels, providing overall benefits to transit users. Section 3.2.2 discusses the benefits to transit that OMF South provides.

While there would be a high volume of truck trips for a longer period of time associated with the construction of the Midway Landfill Alternative, the truck haul routes would be along major arterials and highways, such as SR 99 and I-5, and not on local streets and, for the most part, would represent a low percentage of overall traffic, with some exceptions on freeway on/off ramps. Transportation impacts would be temporary, seasonal, and best management practices are proposed to mitigate associated air quality and noise impacts. Possible mitigation for truck traffic impacts could include short acceleration and deceleration lanes to accommodate inbound trucks, limiting truck activity during the peak traffic hours (which could extend the construction duration), or providing a direct connection to the I-5 corridor from the construction site (which would require approval by the Washington State Department of Transportation and the Federal Highway Administration). As the arterials and highways surrounding the Midway Landfill are used as regional transportation facilities, any remaining transportation impacts after mitigation would impact all populations as a whole, and would not disproportionately impact minority populations.

Depending on the construction design option chosen, there would be varying amounts of hazardous materials removed from the Midway Landfill. However, as described above, construction would require the removal of the protective landfill cap and modification of the landfill's methane gas monitoring and extraction systems. To account for potential impacts due to hazardous materials concerns, the landfill cap would be replaced over any remaining portions of the landfill to prevent surface water and stormwater infiltration, and the landfill gas and extraction systems would be replaced or upgraded as needed. After construction, no adverse effects related to hazardous materials are anticipated.

There is moderate potential for cumulative impacts due to the location of smaller, yet similar, facilities in proximity to the proposed site as a result of increased traffic congestion and noise, such as public storage and truck rental facilities. (see Table 3-2 and Figure 3-5). The potential for cumulative impacts is similar at all sites and based on the smaller size of these other facilities, it is likely these impacts would be minimal.

The Midway Landfill Alternative would not result in disparate impacts as defined in Section 1.3, Definitions and Methodology. There is a higher percentage of minority population in the vicinity of the site than in the Sound Transit Service District as a whole, and there would be localized impacts. However, there would be mitigation for impacts, as summarized above, and overall, the improvement in transit service in the South Corridor would compensate for the impacts and result in benefits for the community as a whole.

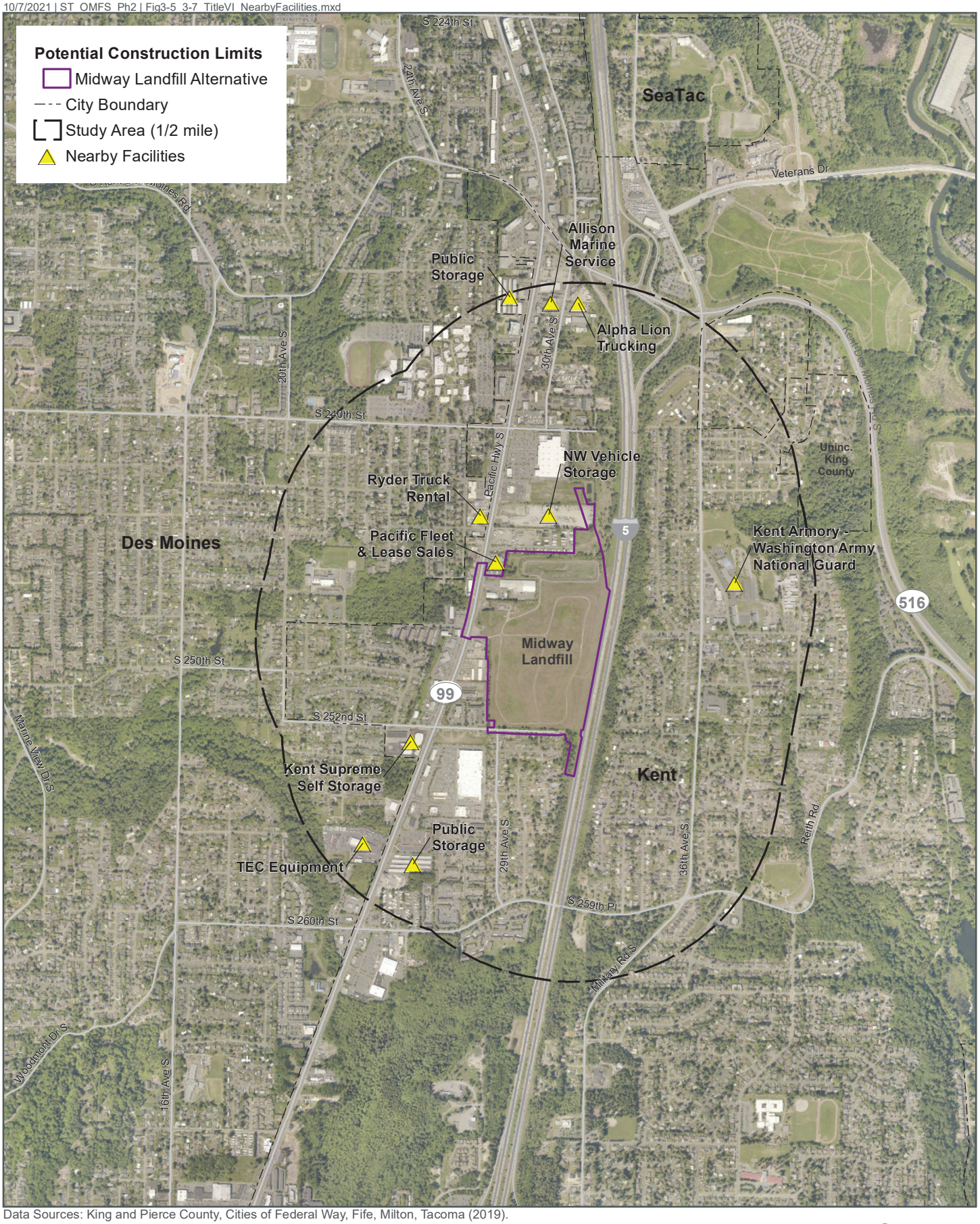


Data Sources: King and Pierce County, Cities of Federal Way, Fife, Milton, Tacoma (2019).

FIGURE 3-4
Businesses, Residences, and Public Services
Midway Landfill Alternative
OMF South

N
0 0.25 0.5 Miles

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.



Data Sources: King and Pierce County, Cities of Federal Way, Fife, Milton, Tacoma (2019).

N

0 0.25 0.5 Miles

FIGURE 3-5
Location of Nearby Facilities
Midway Landfill Alternative
OMF South

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.

3.3.2 South 336th Street Alternative

The South 336th Street Alternative has potential impacts due to displacements and relocations and impacts to social and community resources (see Figure 3-6). These impacts rank as "moderate" compared to Midway Landfill Alternative and South 344th Street Alternative. The South 336th Street Alternative has fewer impacts for transportation and hazardous materials compared to the Midway Landfill Alternative. These costs are balanced by the benefits to the system as a whole; any of the OMF alternatives would facilitate planned service levels, providing overall benefits to transit users. Section 3.2.2 discusses the benefits to transit that OMF South provides.

To mitigate for the potential impacts due to displacements and relocations, residents and businesses displaced by the project would receive compensation and relocation assistance in accordance with federal and state relocation requirements as well as Sound Transit's Real Property Acquisition and Relocation Policy, Procedures, and Guidelines (Sound Transit 2017) as described in detail in the Draft EIS. There are opportunities for relocation of residents and businesses in the project vicinity, including relocation opportunities for those residents of impacted mobile home parks and social resource facilities. For residential relocations, Sound Transit would work with those affected to try to keep them in the same general area, if desired. This includes identifying replacement housing that considers such factors as proximity to commercial and community facilities, schools (if applicable), an individual's place of employment, and accessibility to transit.

In general, properties acquired are in areas where minority populations reside, work, and congregate. Individuals from these populations are likely to be affected; however, negative impacts are likely to be the same as for the general population in the affected neighborhoods.

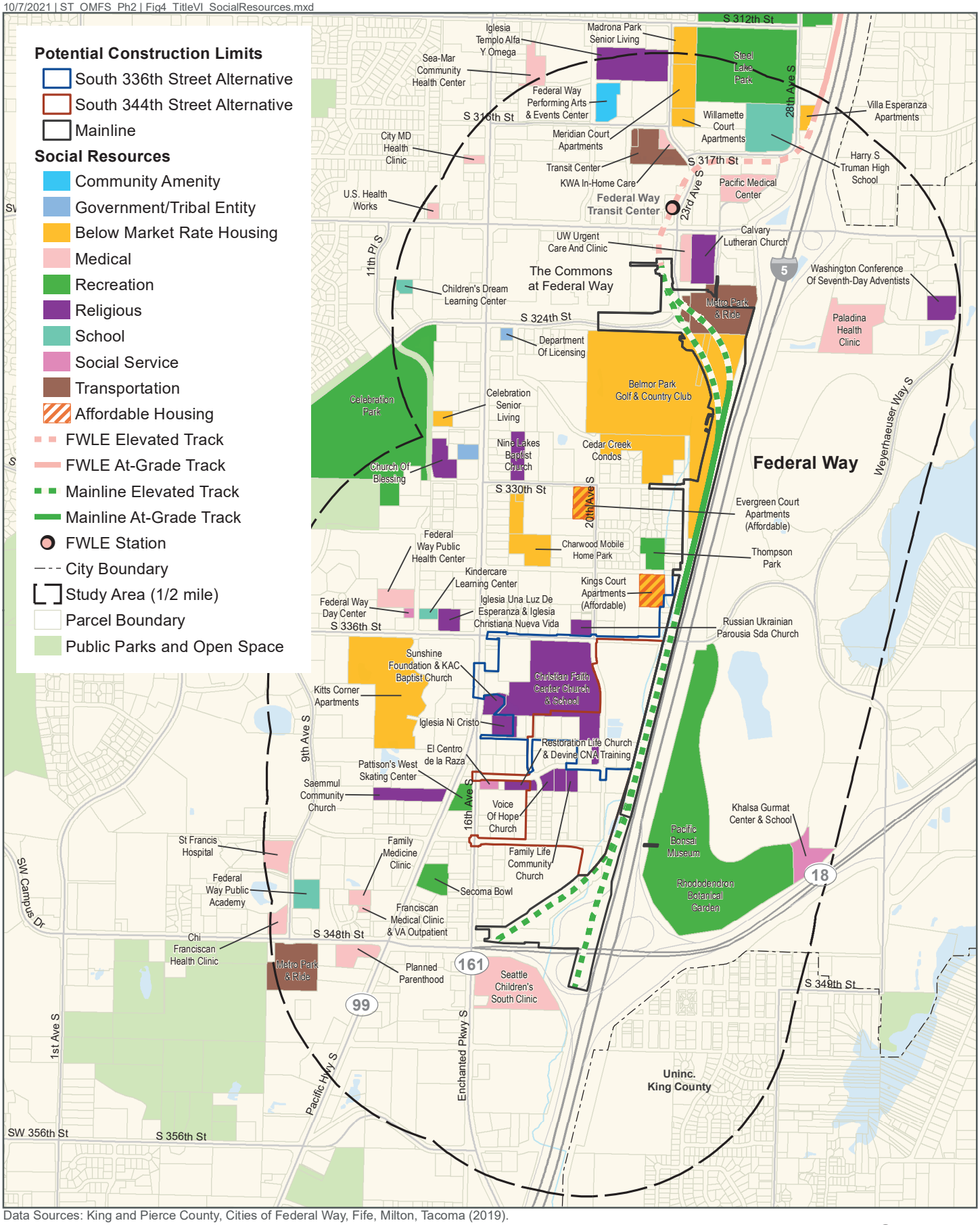
Similar to Midway Landfill Alternative, there is moderate potential for cumulative impacts due to the location of similar facilities in proximity to the proposed site as a result of increased congestion, noise, and access limitations (see Figure 3-7). The potential for cumulative impacts is similar at all sites and based on the smaller size of these other facilities, it is likely these impacts would be minimal.

The South 336th Street Alternative would not result in disparate impacts as defined in Section 1.3, Definitions and Methodology. There is a higher percentage of minority population in the vicinity of the site than in the Sound Transit Service District as a whole, and there would be localized negative impacts. However, there would be mitigation for negative impacts, as summarized above, and overall, the improvement in transit service in the South Corridor would compensate for the negative impacts and result in benefits for the community as a whole.

3.3.3 South 344th Street Alternative

Similar to the South 336th Street Alternative, the South 344th Street Alternative has potential impacts due to displacements and relocations and impacts to social and community resources (see Figure 3-6). However, due to the greater number of resources affected, including business, residences, and social/community resources, these impacts rank as "higher" compared to the Midway Landfill Alternative and South 336th Street Alternative. These costs are balanced by the benefits to the system as a whole; any of the OMF alternatives would facilitate planned service levels, providing overall benefits to transit users. Section 3.2.2 discusses the benefits to transit that OMF South provides.

Mitigation for these potential impacts would be the same as described for the South 336th Street Alternative.



Data Sources: King and Pierce County, Cities of Federal Way, Fife, Milton, Tacoma (2019).

N

0 0.25 0.5 Miles

FIGURE 3-6
Businesses, Residences, and Public Services
South 336th Street and South 344th Street Alternatives
OMF South

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.

Data Sources: King and Pierce County, Cities of Federal Way, Fife, Milton, Tacoma (2019).

N

0 0.25 0.5 Miles

FIGURE 3-7
Location of Nearby Facilities
South 336th Street and South 344th Street Alternatives
OMF South

DRAFT: For internal discussion only. Not reviewed or approved on behalf of any party.

Similar to the other sites, there is moderate potential for cumulative impacts due to the location of similar facilities in proximity to the proposed site as a result of increased congestion, noise, and access limitations (see Figure 3-7). The potential for cumulative impacts is similar at all sites and based on the smaller size of these other facilities, it is likely these impacts would be minimal.

The South 344th Street Alternative would not result in disparate impacts as defined in Section 1.3, Definitions and Methodology. There is a higher percentage of minority population in the vicinity of the site than in the Sound Transit Service District as a whole, and there would be localized negative impacts. However, there would be mitigation for negative impacts, as summarized above, and overall, the improvement in transit service in the South Corridor would compensate for the negative impacts and result in benefits for the community as a whole.

3.3.4 No-Build Alternative

Under the No-Build Alternative, no impacts from construction and operation of OMF South would occur; however, benefits to minority populations in the surrounding community would be limited. The OMF South facility provides maintenance facilities required to support the full-service levels of FWLE and Sound Transit 3. Under the No-Build Alternative, there would be no disparate impacts; however, the full operational capacity of the Link system would not be realized, and it would therefore provide limited benefits to minority populations due to reduced transit service levels.

4 OUTREACH

This section summarizes public outreach conducted throughout project development. More information can be found in the Draft EIS and the Draft EIS Public Engagement Summary prepared for the OMF South Project (Sound Transit 2021).

4.1 General Outreach

Public outreach was performed from the early scoping stages through the Draft EIS for this project. This section provides a high-level overview of each phase of effort (early scoping, SEPA scoping, Draft EIS development, and Draft EIS public comment period) and also describes targeted outreach effort. Public outreach featured a variety of notification methods and forums for providing feedback. Additional detail of public outreach efforts is described in the OMF South Draft EIS Appendix B, Public Involvement and Agency Coordination.

In early 2018, Sound Transit conducted early scoping concurrently with the TDLE project. The early scoping notice was published in the Washington State Department of Ecology SEPA Register on March 28, 2018, and the comment period occurred from April 2 to May 3, 2018. Sound Transit asked members of the public to comment on the route (alignment), stations, potential alternatives, benefits, and impacts for TDLE; the potential location, benefits, and impacts for an OMF in the South Corridor (South King and Pierce counties); and the purpose and need for the project. Most of the comments that Sound Transit received were related to TDLE and not OMF South.

Sound Transit initiated the formal SEPA scoping process by splitting the OMF South environmental review from the TDLE process. Sound Transit published the Determination of Significance/Scoping Notice in the SEPA Register on February 19, 2019. The comment period for scoping was from February 19 to April 1, 2019. During scoping, Sound Transit asked for comments on the proposed range of alternatives, the purpose and need for the project, the environmental effects and benefits to be analyzed, the probable significant adverse impacts, mitigation measures, and license or other approvals that may be required. Generally, public, agency, and tribal comments focused on potential business displacements and other economic impacts, impacts to future transit-oriented development opportunities in Kent, and potential impacts to Hylebos Creek and its associated wetlands in Federal Way.

During the Draft EIS development phase, in November and December 2019, Sound Transit held a series of public drop-in sessions in Kent and Federal Way to provide the public opportunities to learn more about both TDLE and OMF South. There was also an online open house available from November 13 through December 6, 2019. The site provided a project update on the three sites to be studied in environmental review and laid out the timeline for the project as well as the next opportunity for the public to provide comments and feedback. These were primarily opportunities for information sharing. Commenters primarily had questions about Sound Transit's property acquisition process and timeline and how the recent passage of I-976 could affect the project. Commenters who expressed a site preference generally encouraged Sound Transit to choose the Midway Landfill Alternative.

The extended 45-day public comment period for the OMF South Draft EIS was from March 5 to April 19, 2021. Two online hearings were held for the public during this period, on March 24 and March 30. Translation assistance was available in Spanish, Korean, and Russian for the March 24 meeting and in Spanish and Russian for the March 30 meeting. During the public

comment portion of each hearing, historically underrepresented and underserved populations were invited to comment first, followed by people with disabilities or those who may need additional time or assistance. Briefings were offered to social service organizations and community groups in the project area. The majority of comments had to do with site preference, and generally encouraged Sound Transit to choose the Midway Landfill Alternative due to the displacement of residents, businesses, and employees with the South 336th Street and South 344th Street alternatives.

4.2 Targeted Outreach

Sound Transit is committed to equitable engagement and inclusive outreach towards community groups, organizations, residents, businesses, and underrepresented populations who do not typically participate in traditional in-person and online open houses or engagement opportunities. The project team conducted targeted outreach to low-income, minority, and limited-English-proficiency populations to build long-term relationships and provide meaningful and accessible opportunities to engage in the project planning, design, and environmental review processes. The project team reached out to community organizations and social service providers, when possible, to learn more about individual community needs and events to attend.

Sound Transit conducted a preliminary demographic analysis to identify low-income, minority, and limited-English-proficiency populations in the project area. Based on this analysis, Sound Transit provided project literature in Spanish, Korean, Vietnamese, Khmer, and Russian.

Sound Transit engages with social service providers, community leaders and organizations, and other representatives through targeted outreach efforts. Through these efforts, the project team can share project information, build relationships with the community, and understand how low-income and minority populations may experience adverse impacts or benefits from the project. Sound Transit is using several types of targeted outreach, including:

- **Briefings**: Sound Transit met with representatives of individual communities or organizations to provide a project update, answer questions, and learn more about individual circumstances and better ways to engage with community. Attention and care were taken to meet people in locations where they may be more comfortable to engage with government agencies. This has included presence with in-language lunch groups (Korean, Spanish, and Cambodian) and collaboration with groups for translation services. Briefings were adapted to meet the needs of specific audiences, including presentation content.
- **Open houses:** Sound Transit chose locations and times that were accessible for the audiences within the project corridor. At open houses, project outreach staff set up tables of materials and resources, answered questions, and participated in facilitated conversations. At TDLE-focused open houses, project staff often presented a brief overview of the project to provide background. Availability for translation, American Sign Language interpretation, and tactile interpretation was advertised by Sound Transit and used by individuals who requested these services. Meetings for the Draft EIS were offered in a virtual format due to COVID-19 restrictions on meeting in person.
- **Fair or festival booths:** Project staff attended fairs, festivals, and community/cultural celebrations in the project area (Kent and Federal Way) to distribute project information and answer questions from the general public. Outreach staff hosted a Sound Transit booth with project-specific materials and general South Puget Sound materials. Booths were open to the public and provided basic information, as well as a chance to discuss specific questions in detail.

- **Tabling and drop-in sessions:** Project outreach provided project information and updates and answered questions at community spaces, including transit centers, University of Washington Tacoma, grocery stores, and community centers to reach a wider audience. These tabling sessions were held at multiple days and times (weekdays/weekends, daytime, and evening) to meet varying schedules of community members. Events were open to the public and provided basic information as well as a chance to discuss specific questions in detail.
- **Stakeholder interviews:** The project team conducted a series of interviews with social service organizations and community advocacy groups in the project area to understand their preferred methods of engagement, establish relationships, and introduce them to the OMF South project.
- **Property owner meetings:** Project staff met with property owners along the project corridor to discuss specific questions and concerns; some with language interpretation.
- **Outreach toolkits:** The project team distributed outreach toolkits to social service organizations along the project corridor to encourage sharing of information by trusted leaders with their audiences during outreach periods and to generate additional feedback. The toolkits included project emails, posters, factsheets, Facebook posts, and tweets for organizations to post and share.
- **Door-to-door outreach:** Project staff distributed posters and fliers to share project information, advertise upcoming events, and solicit project feedback. This often included outreach to small businesses and property owners in the project areas, particularly those likely to be affected by future alignments or stations.

Through these efforts, Sound Transit has been able to engage with various audiences and involve people representative of the project corridor. There have been consistent demographics represented in open houses and comment periods. The targeted outreach efforts and engagement dedicated towards historically underrepresented groups and underserved populations through the strategies outlined above has been vital to build connections and gather project related feedback from these communities. Meetings and outreach conducted since March 2020 have been held virtually due to the ongoing restrictions related to the COVID-19 pandemic. Sound Transit anticipates that outreach efforts will continue virtually through the pandemic.

5 CONCLUSION

As presented in Section 1.3, Definitions and Methodology, a disparate impact occurs when the minority percentage of the population adversely affected by a facility location is greater than the average minority percentage of the population of Sound Transit's service area. A facility location creates an adverse effect when both direct costs, such as residential and business displacements, and indirect costs, such as construction impacts and public health risks, are greater than the benefits to the surrounding community associated with the proposed facility location. The measurement of the costs and benefits of the facility location alternatives may include quantitative data and qualitative inputs from potentially impacted communities.

The site alternative equity analysis is based on the findings of two “tests,” per the FTA Circular (FTA C 4702.1B). Each site is analyzed using the following two-step process:

1. The population within the vicinity of each build alternative is analyzed and compared to the Sound Transit District as a whole to identify whether higher than average minority populations are present.
2. Potential disproportionate direct and indirect impacts to minority populations are described, with the consideration of mitigation and offsetting benefits.

Based on the application of these tests, OMF South would not result in disparate impacts to the communities around the Midway Landfill, South 336th Street, or South 344th Street alternatives. Within the vicinity of each of the OMF South alternatives, there is a higher percentage of minority population than in the Sound Transit Service District as a whole, and construction of OMF South at any of the alternative sites would result in localized temporary and long-term impacts. However, there would be mitigation for the impacts as summarized in Section 3.3, Disparate Impacts Analysis, and the benefits to the surrounding communities from improved transit service in the South Corridor as a whole would compensate for and outweigh the negative impacts caused by OMF South.

Despite the localized impacts that would accrue to individuals, there is substantial legitimate justification for the development of this project specifically within the South Corridor, given the stated need to develop an OMF to facilitate not only the expansion of light rail through the South Corridor but the full operational capacity of the Link system. If this capacity were not developed, Link transit service would operate at substantially reduced service levels, and would, therefore, provide limited benefits to the South Corridor and, to some extent, throughout the system as a whole.

As stated in Sound Transit Resolution No. 2013-18:

> The Sound Transit Board may approve the change unaltered and Sound Transit may proceed to implement the change “if there is a substantial legitimate justification for the change(s) and Sound Transit can demonstrate that there were no alternatives that would have less of an impact on minority or low income populations and would still accomplish Sound Transit’s legitimate program goals.”

This justification provides the Sound Transit Board with support for proceeding with any of the OMF South project alternatives. The Title VI Facility Equity Analysis concludes that the project alternatives would provide community benefits, that none of the alternatives would result in disparate impacts, and that alternative locations were selected without regard to race, color, or national origin.

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SOUNDTRANSIT

Memo

March 2022

To:	North Maintenance of Way Facility Project file
From:	Hussein Rehmat, Senior Environmental Planner
Subject:	Title VI Facility Equity Analysis

Introduction

This memo has been prepared to evaluate the facility location for a near-term Maintenance of Way (MOW) facility in the North Corridor of Sound Transit's Service District in the context of Title VI of the Civil Rights Act. The near-term facility would be a temporary leased facility for a period of up to five years. The lease allows for an option to purchase the property if it is later determined that the site would be suitable for a permanent facility. The purpose of the document is to determine whether the near-term facility location would result in a disparate impact on populations based on race, color, or national origin.

Title VI of the Civil Rights Act of 1964 (42 U.S. Code 2000d) protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. In 1970, the U.S. Department of Transportation (DOT) established Title VI regulations in 49 Code of Federal Register (CFR) Part 21, entitled Non-Discrimination in Federally Assisted Programs of the Department of Transportation.

As a DOT operating administration, the Federal Transit Administration (FTA) provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems and is responsible for ensuring that recipients follow federal statutory and administrative requirements.

In 2012, FTA issued Circular 4702.1B, which provides recipients of FTA financial assistance with guidance and instructions necessary to carry out DOT's Title VI regulations, regardless of whether federal funding is being provided for the facility.

Additionally, in 2013, Sound Transit adopted Resolution No. R2013-18, which established policies for conducting equity analysis of Major Service Changes impacting minority and low-income populations. Resolution No. R2013-18 provides the basis for the definition of disparate impacts in this analysis.

Definitions and Methodology

In the FTA circular "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (FTA C 4702.1B), FTA defines a disparate impact as a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's or implementing agency's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color, or national origin. In Resolution No. R2013-181, Sound Transit defines a disparate impact as one that "occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area."

Building on the definition of disparate impacts in the FTA circular and Resolution No. R2013-18, Sound Transit has defined disparate impacts for the purposes of this facility equity analysis. A disparate impact occurs when the minority percentage of the population adversely affected by a facility location is greater than the average minority percentage of the population of Sound Transit's service area. A facility location creates an adverse effect when both direct costs, such as residential and business displacements, and indirect costs, such as construction impacts and public health risks, are greater than the benefits to the surrounding community associated with the proposed facility location. The measurement of the costs and benefits of the facility location alternatives may include quantitative data and qualitative inputs from potentially impacted communities.

This site's alternative equity analysis was based on the findings of two "tests," per the FTA Circular (FTA C 4702.1B). The proposed site was analyzed using the following two-step process:

1. The population within the vicinity of the proposed site location was analyzed and compared to the Sound Transit District as a whole to identify whether higher than average minority populations are present.
2. Potential disproportionate direct and indirect impacts (or costs) to minority populations were identified and described, with the consideration of mitigation and offsetting benefits.

Based on the findings of these two steps, a conclusion was developed about the potential for disparate impacts of the proposed site.

Project Description

The North Maintenance of Way (MOW) facility, to be located in north Seattle, would serve stations on Northgate Link, Lynnwood Link Extension (LLE), and Ballard Link Extension. The facility would be designed to support the needs of Link MOW, Link facilities, light rail vehicle maintenance fault response, and IT transit systems. The need for this facility was identified in the *Link Light Rail Service Delivery Support Requirements: Option Evaluation* (Steer Report), which reviewed Sound Transit's operations facilities. The Steer Report identified the North MOW facility as necessary to

support Sound Transit Operations response times and increase capacity for Operations staff and storage. The North Seattle area is the ideal location to meet Sound Transit's goal of responding to incidents within 15 minutes along the entire alignment, comparable with peer agencies. Additionally, the North MOW facility may be used to supplement the capacity of the other planned MOW facilities serving other parts of the Light Rail system. Once the Ballard Link Extension is built, the North MOW facility would also serve the Smith Cove to Ballard stations.

There is a near-term need for a North MOW facility to be fully operational by Q4 2023, to align with the timing of pre-revenue service on LLE. LLE will open for service in mid-2024. A property located at 920 North 137th Street, Seattle WA 98133 was identified as ideal for meeting Sound Transit's locational needs to respond to incidents. The site for the project was previously vacant and Sound Transit's use of it would continue the established warehouse and office uses of previous tenants. The proposed uses are particularly like those of Mass Electric Construction Company, which used the facility 2017 through 2020 while working as a contractor for Sound Transit, supporting light rail construction. Surrounding the site are parcels with commercial and multi-family residential uses.

The property was previously on the market, which provided Sound Transit with the ability to secure it via a lease in time to have a fully operational North MOW facility in place by Q4 2023. The lease includes an option for Sound Transit to purchase the property, which would allow the North MOW facility to remain on the property in the long term if the property is determined to be suitable for long-term needs and negotiations are successful. Any purchase of the property would be subject to future Board action and completion of a Title VI Facility Equity Analysis for the permanent facility.

Site Selection Process

To identify a suitable site for the near-term North MOW facility (920 N 137th Street, Seattle WA), the project team first identified the facility functions and site requirements From this information, the project team developed criteria to identify and screen candidate sites. In addition to the physical and location criteria for the site, the facility needed to open by Q4 2023 to support the Lynnwood Link Extension service opening. To identify candidate sites that met both the physical site requirements and implementation schedule needs, Sound Transit developed the following criteria:

- Located in North Seattle
- Close proximity to I-5/99 (goal to arrive at desired station within 15 min drive time)
- Supports minimum shape and size; 1.5 - 2 acre and generally quadrilateral in shape
- Industrial or Commercial zoning
- Avoid disproportional impact on communities; compatible surrounding land uses
- No known major environmental issues
- Ease of vehicular ingress/egress
- Predictable permitting and conditions
- Minimal known frontage requirements

Apply these criteria resulted in identification of five sites in north Seattle.

All five sites met the evaluation criteria listed above. Of the five identified sites, the site located on 920 N 137th also met the implementation criteria requirement. This site was available for sale/lease, which allowed Sound Transit to take possession of the property within a time frame conducive for construction and opening of the facility by Q4 2023.

Site Equity Analysis and Summary of Impacts and Benefits

Sound Transit collected U.S. Census information to determine the percentage of identified minorities living within the North MOW facility project study area. In keeping with both FTA and Sound Transit standard practices, the study area for the project was defined as a ½-mile radius around the proposed site (Exhibit 1). Using 2019 American Community Survey estimates, the minority population within the study area was estimated to be 36%, slightly higher than the percentage of minority residents in the Sound Transit District, which was estimated to be 35% using the same U.S. Census data.

The parcel proposed for the North MOW facility is currently vacant and no residential or business displacements would occur with its use by Sound Transit.

Sound Transit staff will report to and work at the facility. Using the North MOW facility as a base, they will perform custodial work, inspections, preventative maintenance, and minor repair work. Most of this work will be performed away from the site, at stations, ancillary properties, and within the trackway along the operating guideway. The North MOW facility has the potential to see activity 24 hours per day, 7 days per week. Most staff members will report to the near-term North MOW facility at the beginning of their shift and then leave the property in an Agency vehicle to perform work along the guideway. Some maintenance and repair work will be performed within the existing shop space on the property. This work will primarily be performed indoors. Outdoor activities will mostly consist of staff arriving at the facility in vehicles, leaving the facility in vehicles, and loading/unloading vehicles in the parking areas or at the existing loading docks. Expected vehicles at the site would range from pick-up trucks for light services and station repairs to hi-rail vehicles similar in size to a Seattle City Light bucket truck. Light rail passenger trains will not be maintained or stored at the facility, as it will not be connected to the guideway.

The proposed site is in close proximity to multi-family residential parcels, which may be assumed to house some portion of the study area's minority population; however, based on the work activities described above, no increases in noise levels from operations on the site compared to prior uses are expected to occur that could adversely affect any population, including minority populations.

The MOW facility would likely operate with three staffing shifts per day (Day, Swing, and Graveyard). It is estimated that approximately 20 MOW staff members and 12 facilities staff

members would report to the facility during each shift, meaning that approximately 32 vehicles would travel along 137th Street and possibly Linden Avenue to access and leave the site for each shift change. This would likely be an increase in number of vehicles and trips from prior site uses, which could result in increases to nighttime light and glare, traffic noise, and traffic volumes. However, these increases are expected to be minor and not adversely impact minority populations.

With no adverse impact anticipated, no cumulative adverse impacts are expected to result to minority populations from the North MOW facility.

The North MOW facility could provide potential benefits such as employment opportunities for minorities or low-income individuals, and employees of the facility could make personal purchases at nearby businesses including any that may be owned by minority populations. From a broader perspective, maintaining reliable transit service provided by LRT will improve mobility for residents who may rely on transit to access jobs and services.

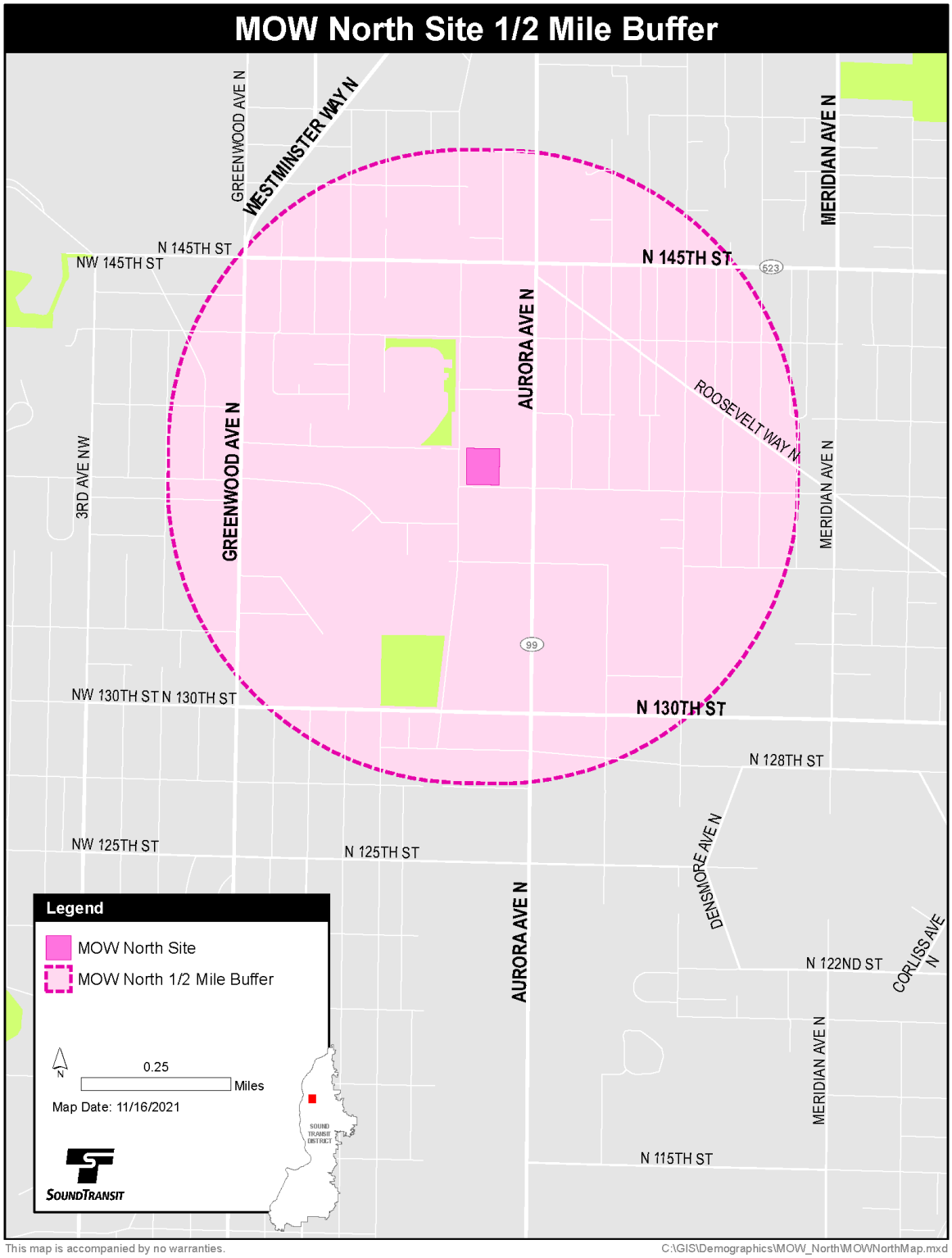


Exhibit 1. Near-term North MOW Facility Study Area

Disparate Impacts Analysis and Conclusion

The North MOW facility would not result in disparate impacts as defined in the Definitions and Methodology section above. Within the vicinity of the MOW North facility site, there is approximately one percent higher percentage of minority population than in the Sound Transit District as a whole. However, any potential impacts to minority populations are expected to be minor and not adverse based on the likely level and range of impacts associated with the facility. Additionally, the benefits to the surrounding communities from improved transit service in the North Corridor would compensate for and outweigh the negative impacts caused by the North MOW facility.

Despite the potential for minor localized impacts that could accrue to individuals, there is a substantial legitimate justification for the development of this project specifically within the North Corridor, given the stated need to support Sound Transit Operations response times and increase capacity for Operations staff and storage to align with the timing of pre-revenue service on LLE. If this capacity were not developed, Link transit service would have the potential of operating less reliably, and would, therefore, provide limited benefits to the North Corridor and, to some extent, throughout the system as a whole.

The Title VI Facility Equity Analysis concludes that the North MOW facility would provide community benefits, and the 920 N 137th Street site would not result in disparate impacts, and the site was selected without regard to race, color, or national origin.

Outreach

While no specific outreach effort was conducted for the near-term MOW North facility, Sound Transit used a wide variety of outreach tools to engage with the communities of the Northgate Link and Lynnwood Link Extension project areas, which this project would support the operations of. These included community workshops, fairs, and festivals, interviews, and briefings, engaging through print and digital materials (in English and multiple languages), and holding public events.

Appendix J

SOUNDTRANSIT

Title VI Service Monitoring Report

2022

TITLE VI SERVICE MONITORING REPORT

Executive Summary

Sound Transit is required by the Federal Transit Administration (FTA) to measure the quality of service delivered to communities and to demonstrate that resources are distributed in a way that does not discriminate on the basis of race, color, or national origin. The FTA is responsible for ensuring the distribution of federally supported transit services and related benefits by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964. While not originally required by Title VI of the Civil Rights Act of 1964, protections were extended to low-income communities under the Executive Order 12898—*Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations*[1], which is why this report includes an assessment of disproportionate burden on low-income populations as well as a disparate impact assessment for minority populations.

The Title VI Service Monitoring Report documents Sound Transit's compliance with FTA Circulars 4702.1B by reporting results of performance monitoring and distribution of amenities across all modes of service (ST Express, Link light rail, Tacoma Link, and Sounder commuter rail)[2]. The purpose of the Title VI service monitoring requirement is to ensure that prior decisions related to the distribution of fixed route transit service and facilities have not resulted in a disparate impact or disproportion burden on protected populations. The report provides an overview of Title VI requirements as well as context for Title VI in Sound Transit's service area, details the methodology for analysis of demography, corridor descriptions, standards, and policy, and offers proposed next steps for Sound Transit to take. This document fulfills FTA's Title VI Program requirements for service quality monitoring of Sound Transit's published standards and policies.

This analysis includes all regular fixed routes and uses data from the winter 2020 to winter 2021, which is the most recent and representative data of transit demand and typical service levels. It is important to note that while long-term ridership impacts of COVID-19 pandemic are still unknown, the short-term effects have been significant. Sound Transit modified service levels and schedules in response to the pandemic.

Sound Transit monitors the service standards and service policies shown in the following table to evaluate results for minority or low-income populations compared to non-minority and non-low-income populations.

Service Standards Monitoring	Service Policy Monitoring
• **Passenger Load (Crowding)**	• **Escalator and Elevator Conveyance**
• **On-Time Performance**	• **Bike Rack Distribution**
• **Customer Complaints**	• **Bike Cage/Lockers Distribution**
• **Trips Operated as Scheduled**	• **Shelter Distribution**
• **Span of Service**	• **Seating/Bench Distribution**
• **Frequency**	• **Vehicle Assignment**
• **Service Availability**	

Table 1: Service Standards and Measures

[1] Summary of Executive Order 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations | US EPA. (2013, February 22). Retrieved June 21, 2022, from US EPA website: https://www.epa.gov/laws-regulations/summary-executive-order-12898-federal-actions-address-environmental-justice

[2] Title VI Requirements and Guidelines for Federal Transit Administration Recipients | FTA. (2012). Retrieved June 21, 2022, from Dot.gov website: https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit

FINDINGS

The Title VI Service Monitoring Report identifies areas of lower service and policy performance impacting Title VI protected populations. Table 2 provides an overview of each policy and standard and summarizes the results. Based on analysis of a variety of data sources, it was determined that ST Express routes or stops/stations serving minority and low-income populations had the greatest number of disparate impacts or disproportionate burdens and instances where routes were not meeting service standards. This is a result of impacts from the pandemic, operator shortages, and the structure of the Sound Transit system compared to the requirements of FTA circulars 4702.1B. The circular requires each route to be classified as minority or non-minority and low-income or non-low-income and then compared across mode and to the service standard to determine disparate impacts or disproportionate burdens among minority and low-income populations. Sound Transit only operates one light rail route (Link Light Rail) and one streetcar route (Tacoma Link); therefore, a comparison cannot be made between routes within the same mode. Because only one route exists for each of these two modes, it can only be compared to the service standard. Additionally, it should be recognized there are geographical and operating constraints on Sounder commuter rail as the line is shared among several operators and not owned by Sound Transit.

Standard/ Policy	What does it address?	What are the results?
Passenger Load	Sound Transit's standards for "overloaded" accounts for seated and standing passengers, differing by route type and vehicle type.	There was no overcrowding on any of the four modes (potentially due to the COVID-19 pandemic), thus no difference in crowding on minority/low-income routes.
On-Time Performance	Sound Transit measures whether a bus or train was on time by comparing the schedule to the arrival/departure time. Bus service is "on-time" if it departs no more than 3 minutes after its schedule and arrives no more than 7 minutes late. Sounder is "on-time" if it arrives within 6 minutes of the scheduled time. Tacoma Link is "on-time" if it arrives within 3 minutes of scheduled time and departs no later than 3 minutes after its scheduled time. Link is "on-time" when it departs as scheduled and arrives within 3 minutes of scheduled time.	On-time performance was lower for minority routes on ST Express by 9.1% and lower for low-income routes by 5.8%, resulting in a disparate impact and disproportionate burden.
Customer Complaints	Sound Transit measures the complaints per 100,000 boardings.	ST Express had higher complaints on minority and low-income routes, resulting in disparate impact and disproportionate burden.
Trips Operated as Scheduled	Sound Transit tracks the percentage of scheduled trips that are actually operated and things such as traffic conditions, labor shortages, emergencies, and mechanical breakdowns can account for trip cancellation.	ST Express and Link light rail operated a lower number of trips as scheduled for minority routes and low-income routes--resulting in a disparate impact and disproportionate burden.
Span of Service	Sound Transit measures the hours of operations for routes and span is determined by demand.	No disparate impact or disproportionate burden determined.
Frequency	Sound Transit measures headways and the intervals in minutes between scheduled trips for a given direction of travel to keep wait times reasonable for passengers.	ST Express average wait times for a minority route were longer, resulting in a disparate impact, and headways for low-income routes during Peak and Base time periods were longer, resulting in disproportionate burden.
Service Availability	Sound Transit measures the amount of service available and its distribution in the service area.	For all modes, service availability was greater for minority than non-minority routes as well as for low-income than non-low-income routes.

Standard/ Policy	What does it address?	What are the results?
Escalator and Elevator Conveyance	Sound Transit measures conveyance uptime targets for elevators and escalators, setting the target for elevators at 97% and escalators at 95%.	Disparate impact was determined for ST Express elevators, and a disproportionate burden was observed at low-income and minority light rail stations.
Bike Rack Distribution	The *Design Criteria Manual* states that bike racks must be provided to the extent possible for short-term bike parking.	Bike racks occur 50% more frequently at non-minority commuter rail stations and 41% more frequently at non-low-income stations for ST Express and commuter rail, resulting in disparate impact and disproportionate burden.
Bike Lockers	Bike lockers/cages are to be provided to the extent possible for long-term (all day or overnight) bike parking.	Bike cages/lockers occur 33% more frequently at non-minority commuter rail stations and 6% more at ST Express stations, resulting in disparate impact. They also occur 47% more frequently at non-low-income light rail stations, resulting in disproportionate burden.
Shelter	Bus stops with higher number of boardings per hour must have shelters/weather protection amenities.	Shelters that meet the standard occur 11% more frequently at non-low-income ST Express and 6% more at non-low-income rail stations, and 7% more at non-minority rail stations, resulting in disproportionate burden for both modes and disparate impact for commuter rail.
Seating	Light rail seating is detailed by the *Design Criteria Manual*	Seating that meets standard occurs 39% more at non-minority light rail stations and 22% more at non-low-income ST Express stops, resulting in a disparate impact for light rail and disproportionate burden for ST Express.
Vehicle Assignment	Sound Transit contracts with partners that replace vehicles at the end of their useful life. Providers assign buses by rotating newer vehicles across all routes--essentially a random bus assignment with the only limitations being that some vehicles are not permitted on routes with clearance restrictions, double-deckers are only used on high ridership routes, and express coach buses must be used for longer routes.	No disparate impact or disproportionate burden determined.

Table 2: Service Monitoring Report Summary Results

Pandemic Impacts Driving Lower Performance

The last two years have been extremely challenging for riders and transit operators. Transit agencies across the country and region, including Sound Transit, have had to reduce service during the pandemic. Last year, as part of the 2022 Service Plan, Sound Transit adopted plans to restore and increase service on a number of key routes. However, the additional challenges of the prolonged pandemic have delayed implementing planned service improvements. Many challenges, such as additional COVID-19 variants and larger employment trends resulted in a severe shortage in transit operators.

Sound Transit's goal is to eventually deliver the service improvements as outlined in the 2022 Service Plan, however, the road to restoring and adding service will be far longer than originally anticipated. Operator shortages required emergency reductions in service in the last year, including on routes originally planned for service improvements. Given the long-term nature of the operator shortage, Sound Transit will formalize the current service level reductions as part of the 2023 Service Plan until operator availability improves. As staffing levels improve, Sound Transit will work to restore service and implement planned service improvements, however full recovery may take several years due to the severity of this nationwide shortage of transit operators.

Addressing Previous Findings Delayed by Operator Shortages

Sound Transit contracts with three local transit agencies to operate ST Express service: Community Transit in Snohomish County, King Country Metro in King County and Pierce Transit in Pierce County. In effect, the ST Express routes operated by each local transit agency operate as a separate system, similar to the way a single agency may operate service out of multiple maintenance bases.

Many of the findings in this 2022 Title VI Service Monitoring Report are consistent with the findings identified in the 2019 Title VI Service Monitoring Report. Sound Transit's adopted 2022 Service Plan prioritized equity by restoring service and addressing findings from the 2019 Title VI Service Monitoring Report. However, beginning in Fall 2021, transit operator shortages led to emergency service reductions on ST Express. Consistent with national workforce trends, the operator shortages are long-term and by spring 2022 resulted in scheduled service reductions of approximately 10% system-wide, with higher levels of reduction on routes serving the South Sound region. While formalizing trip cancelations gave riders better schedule predictability, as schedules reflected the trips that actually could be operated, the reductions impacted many of the routes with planned service improvements. As a result of operator shortages, all adopted service improvements to ST Express in the 2022 Service Plan were deferred until operator availability improves.

Adding Service Policy Findings Following 2019 Title VI Program Update

In the 2019 Title VI Program Update, Service Policy Monitoring was not considered. Therefore, Sound Transit's data systems were not set up to seamlessly collect, organize, and analyze amenity data consistent with the reporting requirements. Relatedly, the Design Criteria Manual, the guiding standards document used for Service Policy Monitoring, was also not setup to seamlessly inform the analysis, and only covers one mode of service operated by Sound Transit (light rail). As part of the 2022 Title VI Program Update, Sound Transit identified the necessary data, completed the analyses, and consulted the Design Criteria Manual for standards. However, the data had to be collected from several different departments and summarized and the standards intended to inform the analysis were not in alignment with the modes or Service Policy Monitoring. Sound Transit will revisit the data systems and Design Criteria Manual after the submission of this document to identify a path forward for Service Policy Monitoring.

MITIGATION

To mitigate the findings, Sound Transit has implemented initial responses and is planning near-, medium-, and long-term mitigation strategies. Planning will be supported by a commitment to on-going monitoring.

Service Mitigations In Progress

Sound Transit continues to work closely with other agencies in the region to develop mitigation strategies, including coordinating services on shared corridors between transit agencies. Sound Transit transferred operations of ST Express Route 566 Auburn-Redmond from Pierce Transit to King County Metro. The transfer was completed as part of the March 2022 service change and helped avoid further reductions on already impacted routes. The agency has also restored some Sounder S Line trips earlier than originally planned to provide additional options due to canceled service on parallel ST Express routes. Initial mitigation strategies for ensuring equitable transit service, while recognizing the constraints of regional workforce, focus on making strategic cuts to service to ensure a predictable service delivery for passengers.

Service Reduction Approach

Sound Transit worked closely with operating partners to cut unproductive trips, while working to preserve span and frequency of service. Sound Transit also worked with partners to ensure that Title VI priority populations were least affected while making strategic service reductions. Because workforce impacts were highest for partners serving South King and Pierce Counties, both areas with high Title VI priority populations, planning future service restorations with regional service parity was further emphasized.

Near-Term Mitigations

Sound Transit will continue to work towards implementing service restorations and improvements adopted in the 2022 Service Plan. Partner transit agencies are working hard to recruit and train new operators. The Puget Sound's Chief Business and Labor Compliance Officer's office initiated a project to coordinate with partner agencies to collaborate and engage with disadvantaged communities and expand the applicant pool as part of Sound Transit's mitigation effort. As new operators join the workforce, the agency will continue to assess staffing levels and restore service at its scheduled March and September service changes over the next few years. Upcoming planning documents will layout a phased service restoration approach to guide how to bring back service as operators start to return. Once Sound Transit can provide the current service levels reliably without cancellations, the agency will begin to add service.

Medium Term Mitigations

Sound Transit has planned long-term investment in high-capacity transit through a series of high-capacity transit projects over the next 10 years that will deliver better service to more places. New stations opening every few years will increase access to frequent and reliable service in low-income and minority communities. The East Link extension project in East King County, Federal Way Link extension in South King County, and Lynnwood Link Extension in North King and Snohomish counties will improve service reliability through the regional adoption of rail service. In addition, the new Bus Rapid Transit service will begin operation to provide faster and more reliable service in the I-405 and SR 522 corridors. In the process, HCT will upgrade and replace the existing ST Express bus network.

Commitment to On-Going Monitoring

As part of the agency's regular internal data review processes, the agency will monitor performance measures included in this Title VI Service Monitoring Report. This step is to keep the agency informed and to nimbly make changes to address disparate impacts and disproportionate burdens on minority and low-income communities. As new high-capacity transit lines are implemented, Service and Fare Equity Analyses[3] will be performed to understand how the network will evolve and the benefit of enhanced reliability. Additionally, through the annual Service Plan and budget process, Sound Transit will evaluate service performance and propose changes to improve performance as well as respond to ridership trends and on-going operating conditions.

[3] Pursuant to FTA circular C 4702.1B, transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. Service and fare equity analyses are conducted prior to implementing service and/or fare changes to determine whether the planned changes will have a disparate impact on the basis of race, color, or national origin. Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.

Introduction to Title VI Service Monitoring

The Federal Transit Administration (FTA) requires Sound Transit to measure the quality of service delivered to communities and to demonstrate the distribution of resources in an equitable manner. This document fulfills FTA's Title VI Program reporting requirements for service quality monitoring. The FTA is responsible for ensuring applicants and recipients of FTA assistance distribute federally supported transit services and related benefits in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states:

No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Sound Transit generates its own data and gathers data from operating partners monthly to understand the degree to which service aligns with targets outlined in the Board-adopted Sound Transit Service Standards and Performance Measures document. Pursuant to rules established by the FTA, this data must be analyzed, presented to, and approved by Sound Transit's Board of Directors at least every three years to demonstrate the degree to which there is equitable distribution of services. Due to changing demographics, economic developments, transit expansions, and numerous other factors, this analysis provides the agency the insight needed to make meaningful adjustments.

FTA CIRCULAR 4702.1B REQUIREMENTS

- Transit providers shall assess the performance of each minority and non-minority route in the sample for each of the transit provider's service standards and service policies.
- Transit providers shall compare the transit service observed in the assessment to the transit provider's established service policies and standards.
- For cases in which the observed service for any route exceeds or fails to meet the standard or policy, depending on the metric measured, the transit provider shall analyze why the discrepancies exist, and take steps to reduce the potential effects.
- Transit providers shall evaluate their transit amenities policy to ensure the equitable distribution of amenities throughout the transit system.
- Transit providers shall develop a policy or procedure to determine whether disparate impacts exist on the basis of race, color, or national origin, and apply that policy or procedure to the results of the monitoring activities
- Transit providers shall brief and obtain approval from the transit providers' policymaking officials, generally the board of directors or appropriate governing entity responsible for policy decisions regarding the results of the monitoring program.
- Submit the results of the monitoring program as well as documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results to FTA every three years as part of the Title VI Program.

SERVICE STANDARDS

The FTA requires all fixed route providers to establish quantitative service standards for each mode operated. At a minimum, the standards must include passenger load, headway/frequency, on-time performance, and service availability.

First, the following analysis distinguishes routes where minority and low-income service area populations exceed the Sound Transit District average. These route classifications then receive evaluation by standards included in the Board-adopted *Service Standards and Performance Measures* document.

Standards:

- Passenger load
- On-time performance
- Customer complaints
- Trips operated as scheduled
- Span of service
- Frequency
- Service availability

Where service metrics on routes serving minority or low-income populations perform lower than non-minority or non-low-income routes or do not meet standards, the agency identifies strategies for improving performance. The section titled "Standards" details, in depth, what each of the service standards means, the results of assessments, and mitigation strategies.

SERVICE POLICY

The FTA requires all fixed route providers to establish policies for how transit amenities are distributed for each mode and how vehicle assignment is conducted. Unlike the service standards, which analyze service at the route level, the service policies are analyzed at the modal level. The section titled "Service Policy" details, in depth, what each of the service standards means, the results of assessments, and mitigation strategies. The policies analyzed are derived from the Design Criteria Manual for amenities and operational policies and practices for vehicle assignment. The Design Criteria Manual focuses on the light rail mode only, which leaves a gap for the other modes.

Policies:

- Escalator and Elevator Conveyance
- Bike Rack Distribution
- Bike Cage/Lockers Distribution
- Shelter Distribution
- Seating/Bench Distribution
- Vehicle Assignment

REGIONAL CONTEXT

The landscape of the Central Puget Sound region's demographics has been changing rapidly. Among the 15 most populated metropolitan areas in the nation, the Seattle-Tacoma-Bellevue region is growing, which is contrary to the overarching trend of reduction in the country's largest metropolitan areas, gaining 68,740 people over the last year. The region's total population is now 4.3 million. Since 2010, the region has gained more than 640,000 new residents. By 2050 the region is expected to grow by an additional 1.6 million people. Since 2015, the region has added 43,400 new jobs, with the strongest job growth in King County. Forecasts show that by 2050 there will be an additional 1.2 million jobs in the region.

Before the COVID-19 pandemic, Sound Transit ridership was growing, despite nationwide trends of stagnant or declining ridership experienced by other systems. In April 2020, the first full month of the COVID-19 pandemic, ridership declined by 83 percent across the system. Transit ridership nationally across all modes decreased 73 percent in the same period. Ridership decline came primarily during the peak periods; midday ridership retained a larger share of riders. While ridership has begun to rebound for Sound Transit, it is still only at 64 percent of pre-pandemic levels as of December 2021, with rates of recovery varying based on mode or service and area served. Weekend ridership is returning faster than weekdays, driven by event attendance and a wider variety of transit trip-making beyond commuting. Beginning in September 2021, ridership on both Saturdays and Sundays had returned to or was above pre-pandemic levels. It is important to note that ridership in October and November 2021 increased because of the opening of the Northgate extension, but it dropped in December 2021 to below pre-pandemic levels.

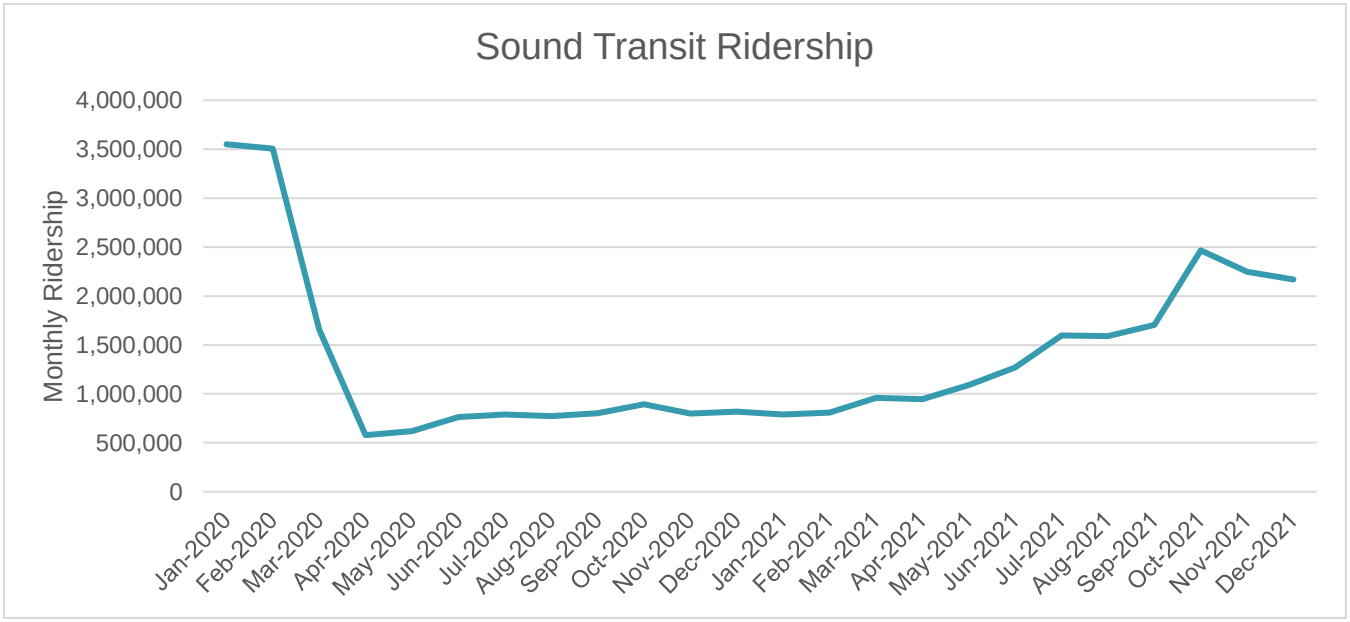


Figure 1: Sound Transit Monthly Ridership Trends

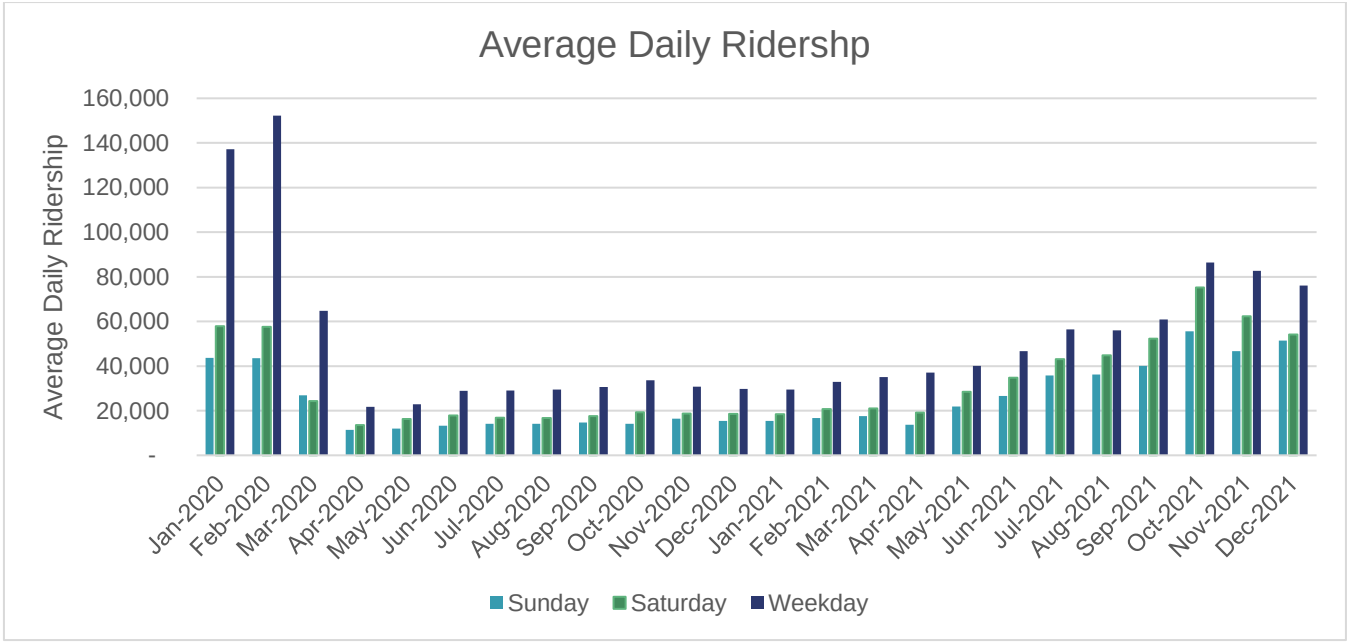


Figure 2: Sound Transit Average Daily Ridership

ONGOING CHALLENGES WITH WORKFORCE STAFFING

In October 2021, Pierce Transit, the operator of several South Sound ST Express bus routes, notified Sound Transit that an emergency reduction in services would be required due to severe staffing shortages. Over the course of summer 2021 and into fall 2021, the number of trips canceled due to operator shortage had slowly been increasing. This led to unpredictable service for passengers as cancellations changed day-to-day. Sound Transit worked with Pierce Transit to identify which trips to remove from the schedules, coordinating on shared corridors, and developing strategies to impact the smallest number of passengers. While formalizing the cancellations would allow passengers for better predictability in the schedule, the reductions impacted many of the routes that had proposed investments in the 2022 Service Plan. Overall, Sound Transit reduced service by approximately 20% on Pierce Transit-operated routes. Taking into consideration the level of investment proposed in the 2022 Service Plan, the level of reduction is closer to 30%.

Sound Transit's other operating partners were also affected by operator shortages. Community Transit's (CT) lack of operators resulted in a 10% reduction in service, while King County Metro operated routes were reduced by 5%. Like with Pierce Transit, Sound Transit worked with Community Transit and King County Metro to minimize the impact of the cuts and the burden placed on ST Express passengers.

The Puget Sound region's workforce constraints reflect a national crisis affecting transit agencies around the United States. Sound Transit completed a peer transit agency evaluation to understand both the extent of the problem and possible mitigation strategies, which indicated that most peer agencies described similar staffing challenges. Sound Transit spoke to LA Metro, MTA-NYCT, RTD, AC Transit, VTA, and WMATA. For most peer agencies interviewed, staffing constraints are estimated to persist for another 12-16 months. Additionally, peers described developing forecasting models to monitor churn rates, working with partner government agencies to simplify operator licensing, and optimizing training periods to get new operators in the field more efficiently. A memorandum and summary of the findings was developed to be shared with Sound Transit's operating partners. The Puget Sound's Chief Business and Labor Compliance Officer's office initiated a project to coordinate with partner agencies to collaborate and engage with disadvantaged communities and expand the applicant pool as part of Sound Transit's mitigation effort. This effort is based on past successful efforts to recruit within disadvantaged communities for construction trades during a similar, previous workforce shortage.

PLANNING FOR FUTURE SYSTEM EXPANSION

While there are uncertainties surrounding the pandemic, and the constraints posed by operator shortages, it is important for Sound Transit to move forward with the voter-approved Sound Transit 3 ballot measure that provides the next phase of high-capacity transit improvements for Central Puget Sound. With this plan, the light rail system will more than quadruple to 116 miles, with more than 80 stations by 2041. Light rail will expand north to Everett, south to Federal Way and Tacoma, east to downtown Redmond, South Kirkland, Issaquah, and west to Ballard and West Seattle. Sound Transit 3 will also invest in Bus Rapid Transit (BRT) in the I-405 and SR-522 corridors. The plan also includes a program to improve bus speed and reliability in specific corridors. Finally, the plan will expand Sounder trains to serve Joint Base Lewis-McChord and DuPont.

Summary of Adopted 2022 Service Plan

Sound Transit's adopted 2022 Service Plan prioritized equity as the agency moved to restore service following the COVID-19 pandemic and address findings from the 2019 Title VI Service Monitoring Report. As a result of operator shortages, all adopted changes to ST Express were deferred until operator availability improves.

A focal part of the agency's strategy was to respond to the findings of the 2019 Service Monitoring Report. The report identified that over time routes in South King and Pierce counties received a lower level of investment in additional service as compared to the rest of the service area. As Sound Transit continued to monitor ridership during the pandemic, these were also routes where more passengers continued to utilize transit. As such, the 2022 Service Plan provided the first opportunity, following pandemic-mandated service reductions, to restore service and address regional service parity predominantly affecting protected Title VI populations.

Below is a graphic that provides pre-pandemic service levels versus the proposed and adopted 2022 service changes. The new network provides improvements in frequency and span for South King and Pierce County ST Express routes. More broadly, the changes adopted in the 2022 Service Plan would provide more all-day and weekend service at higher frequencies than the pre-pandemic network provided.

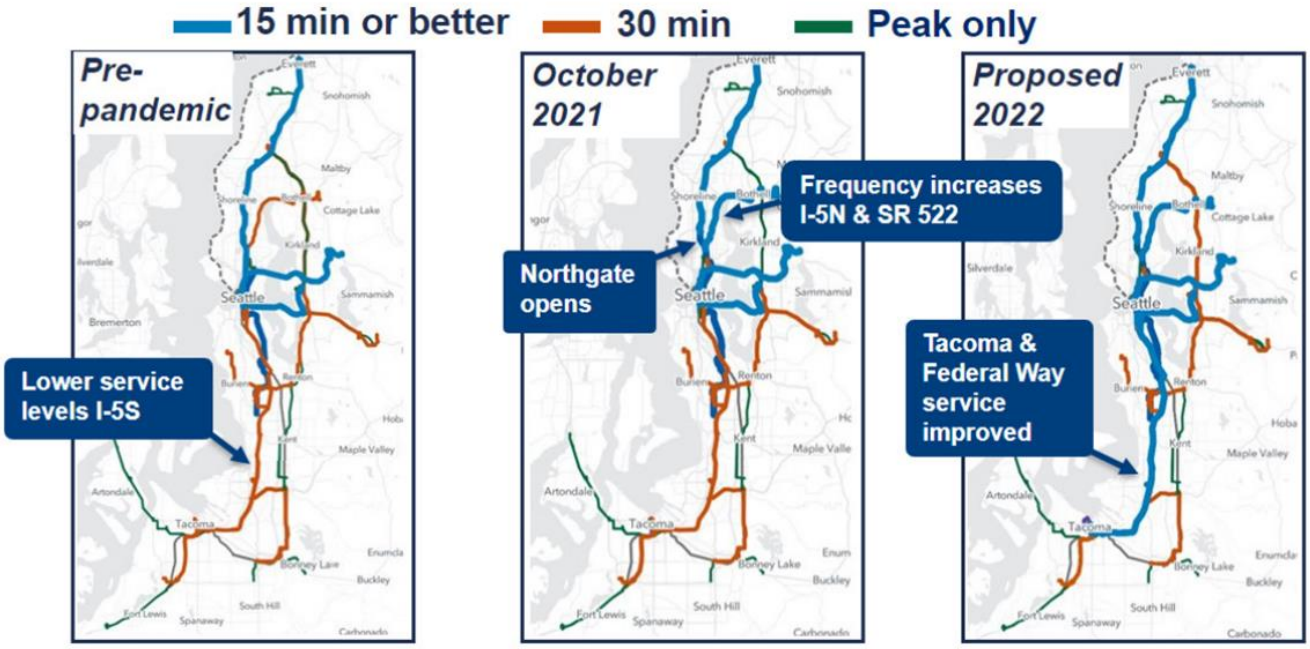


Figure 3: Proposed Frequency Changes in the 2022 Service Plan

Table 3 summarizes the changes adopted in the 2022 Service Plan. Most of the changes are frequency and span improvements on either minority or low-income routes.

Route	Adopted Change	Title VI Priority Route
535 Lynnwood-Bellevue	Increase service to every 30 min. on Saturdays and introduce Sunday service.	No.
550 Bellevue-Seattle	Increase service to every 15 minutes on Sundays by reallocating some weekday trips.	Yes, minority route.
560 West Seattle-SeaTac-Bellevue	Increase weekend service to every 30 minutes during daytime hours.	Yes, minority route and low-income route
574 Lakewood-SeaTac	Expand span of service by adding additional early morning and late-night trips.	Yes, minority route and low-income route
577 Federal Way-Seattle	Increase service to every 15 min between Federal Way and Seattle during daytime hours on both weekends and weekdays.	Yes, minority route and low- income route
578 Puyallup-Seattle	Increase weekend service to every 30 minutes between Puyallup and Seattle.	Yes, minority route and low-income route
590 Tacoma-Seattle	Increase service to every 15 minutes between Tacoma and Seattle during	Yes, minority route and low-income route

Route	Adopted Change	Title VI Priority Route
	daytime hours on both weekdays and weekends.	
S Line	Restore service to 13 roundtrips by September 2022.	Yes, minority route and low- income route
T Line	Open T Line Hilltop Extension and increase service to every 10 minutes on weekdays and Saturdays and every 20 minutes on Sundays. **Though opening of HTLE was adopted as part of 2022 service plan, construction delays forced Sound Transit to delay the opening of the extension. HTLE is currently scheduled to open in Q3 of 2023.*	Yes, minority route and low-income route.

Table 3: Changes Adopted From the 2022 Service Plan

Table 4 summarizes the changes adopted as part of the 2022 Service Plan shown by platform hours by route group (minority, non-minority, low-income, non-low-income) and compares the share of each route group to the district population average in order to evaluate for potential adverse effects. A platform hour is any hour a transit vehicle is operating, which includes in-service hours, deadhead hours and layover hours. The share of service hour increases accrues at a higher percentage from minority and low-income populations than the district average. All service additions were to be funded with additional budget, avoiding service reductions on other routes. As of mid-2022, all adopted service improvements were postponed until operator availability allows for implementation.

Route Group	Existing Platform Hours	Proposed 2022 Platform Hours	Change	Percentage Change in Platform Hours	Percentage Share of Change in Platform Hours	District Population Average
Major Service Changes						
Minority	1,363	1,936	573	42%	83%	40.4%
Low-income	1,363	1,936	573	42%	83%	15.3%
Non-Minority	389	503	114	29%	17%	
Non-Low-income	389	503	114	29%	17%	
System Total	1,752	2,439	687	39%		
Minor Service Changes						
Minority	5,240	5,423	183	3%	100%	40.4%
Low-income	4,096	4,279	183	4%	100%	15.3%
Non-Minority	-	-	-	0%	0%	
Non-Low-income	1,144	1,144	-	0%	0%	
System Total	5,240	5,423	183	3%		
All Service Changes						
Minority	6,603	7,359	756	11%	87%	40.4%
Low-income	5,459	6,215	756	14%	87%	15.3%
Non-Minority	389	503	114	29%	13%	
Non-Low-income	1,533	1,647	114	7%	13%	
System Total	6,992	7,862	870	12%		

System total only for routes with service changes, does not include platform hours for routes without service changes in 2022.

Table 4: 2022 Service Plan Changes Platform Hours

Methodology

DEMOGRAPHIC ANALYSIS METHODOLOGY AND DATA DEFINITIONS

Sound Transit uses demographic data to identify minority, low-income, and limited English proficiency (LEP) communities for service monitoring from the US Census Bureau. The agency calculates communities' systemwide or mode-specific average representation within the general population. The agency only uses minority or low-income status classifications to determine if it is necessary to mitigate and analyze a disparate impact or disproportionate burden. However, identifying LEP residents helps Sound Transit to ensure that outreach efforts reach diverse customers. Sound Transit uses the Census 2010-designated tracts as the geographic basis for assessing the populations.

Sound Transit uses the most recent five-year demographic estimates available from the American Community Survey (ACS). The ACS dataset identifies minority, low-income, and LEP populations as follows:

- **Minority:** Persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian, and Other Pacific Islander.
- **Low-income:** Persons whose household income is at or below 150% of the federal poverty line.
- **Limited English Proficiency (LEP):** Persons who identify a language other than English as their primary language and are not fluent in English.
- **Minority and low-income routes:** FTA Circular 4702.1B generally defines a minority transit route as one in which at least one-third of the revenue miles are located in a census block, census block group, or traffic analysis zone where the percentage of minority population exceeds the percentage minority population in the service area. FTA allows for flexibility in this designation, for example, in the case of commuter-type service there is no explicit guidance concerning the designation of low-income routes. Given the unique service characteristics of Sound Transit service – limited stops connecting regional urban and employment centers – Sound Transit defines minority and low-income routes as having a service area concentration that exceeds the district average. Calculation of the service area is by a radial distance from each stop; the distance varies depending on the nature of the facility served. Table 5 provides details on Sound Transit's service area by stop type.

STOP TYPE	SERVICE AREA (MILES)
Bus stop without parking	0.5
Rail station without parking	1.0
Major bus facilities with parking	2.5
Rail station with parking	5.5

Table 5: Service Area by Stop Type

- **Disparate impact, disproportionate burden:** FTA defines "disparate impacts" as facially neutral policies or practices that disproportionately affect members of a group identified by race, color, or national origin, and the recipient's policy or practice lacks a substantial legitimate justification. If the analysis results indicate a potential for disparate impacts, further investigation is required. Currently, Sound Transit has no explicit definition for disparate impact/disproportionate burden in the context of service monitoring. Rather the agency applies the Board-approved 2013 Sound Transit Policies for Major Service Changes and Fare Changes (Appendix O), which states:

  -A **disparate impact** occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area.

-A **disproportionate burden** occurs when the low-income percentage of the population adversely affected by a major service change is greater than the average low-income percentage of the population of Sound Transit's service area.

In other words, any adverse effect above 0.0% on populations that exceed the Sound Transit service area average will result in a determination of disparate impact or disproportionate burden. In 2022 Sound Transit is in the process of developing and adopting a Disparate Impact/Disproportionate Burden (DIDB) policy more reflective of the agency's service area and operations. The following sections describe the methodology for identifying each of the populations for the purposes of this analysis.

Unless otherwise noted, all of the following measures apply to the calendar year 2021.

Sound Transit Population Estimates

Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for minority, low-income, and LEP populations analyzed for the Sound Transit service area are identified by Census tract and the district overall.

To calculate the population representation for any Census tract, the percentage of area that falls within the district or route's service area is used to estimate the specific number of people that fall within each of the populations analyzed. For example, if a Census tract total is 10 acres and three acres are in the service area, then 30 percent of the tract's total population/respective populations are analyzed to be within the service area. This methodology assumes an even distribution of population throughout the Census tract.

POPULATIONS ANALYZED	PERCENTAGE OF DISTRICT POPULATION
Minority	43.5%
Low-Income	14.4%
Limited English Proficiency	10.3%

Table 6: Minority, Low-Income, and LEP District Percentages

Table 6 shows the minority, income, and LEP averages for the Sound Transit district using the 2016 – 2020 American Community Survey dataset. While the FTA does not require consideration of LEP populations, understanding their distribution helps advise outreach strategies.

CORRIDOR DESCRIPTIONS

Due to the impacts of the pandemic, service continues to be reduced, with some routes completely suspended. The Sound Transit system map with transit services by mode is shown in Figure 4. Routes by mode are described below.

ST Express Bus

- I-5 North Corridor: Includes Routes 510, 511, 512, and 513, which provide service between Snohomish County and Downtown Seattle. In September 2021, Routes 511, 512, and 513 were shortened to connect with the new Link service at Northgate Station. Riders traveling between Snohomish County and Downtown Seattle transfer between bus and rail at Northgate station. Route 510 continues to connect Everett to Downtown Seattle during rush hour.
- I-405 North Corridor: Includes Routes 532 and 535, which provide service between Snohomish County and Downtown Bellevue.
- SR-522 Corridor: Includes Route 522, which provides service along SR-522 between Woodinville and Downtown Seattle. In September 2021, Route 522 was shortened to connect with the new Northgate Link service. Riders traveling along the SR-522 corridor to Downtown Seattle transfer between bus and rail at Roosevelt station.
- SR-520 Corridor: Includes Routes 541, 542, 544, 545, 555, and 556, which provide service between East King County communities and Downtown Seattle along SR-520. In March 2020, Route 540 was replaced with new Route 544. Due to the impacts of COVID-19, Routes 541 & 544 are suspended.

- I-90 Corridor: Includes Routes 550 and 554, which provide service between East King County communities and Downtown Seattle along I-90.
- I-405 South Corridor: Includes Routes 560, 566, and 567, which provide service between South King County and East King County, including Bellevue. Due to the impacts of COVID-19, Route 567 is suspended.
- I-5 South Corridor: Includes Routes 574, 577, 578, 586, 590, 592, 594, and 595, which provide service between South King County, Pierce County, and Downtown Seattle.
- Sounder Connectors: Includes Routes 580 and 596, which provide service between Sounder commuter rail stations and Pierce County communities.

Sounder Commuter Rail

- Sounder North: Provides service between Snohomish County and downtown Seattle.
- Sounder South: Provides service between Pierce County and downtown Seattle.

Link Light Rail

- Link: Operates in a 25-mile, mostly grade-separated corridor between Angle Lake in SeaTac and Northgate Station in Seattle.

Tacoma Link

- Tacoma Link: Operates in a 1.6-mile at-grade corridor connecting Tacoma Dome Station within downtown Tacoma.

Figure 5 through Figure 7 identify Census tracts with minority, low-income, and LEP populations above the district average.

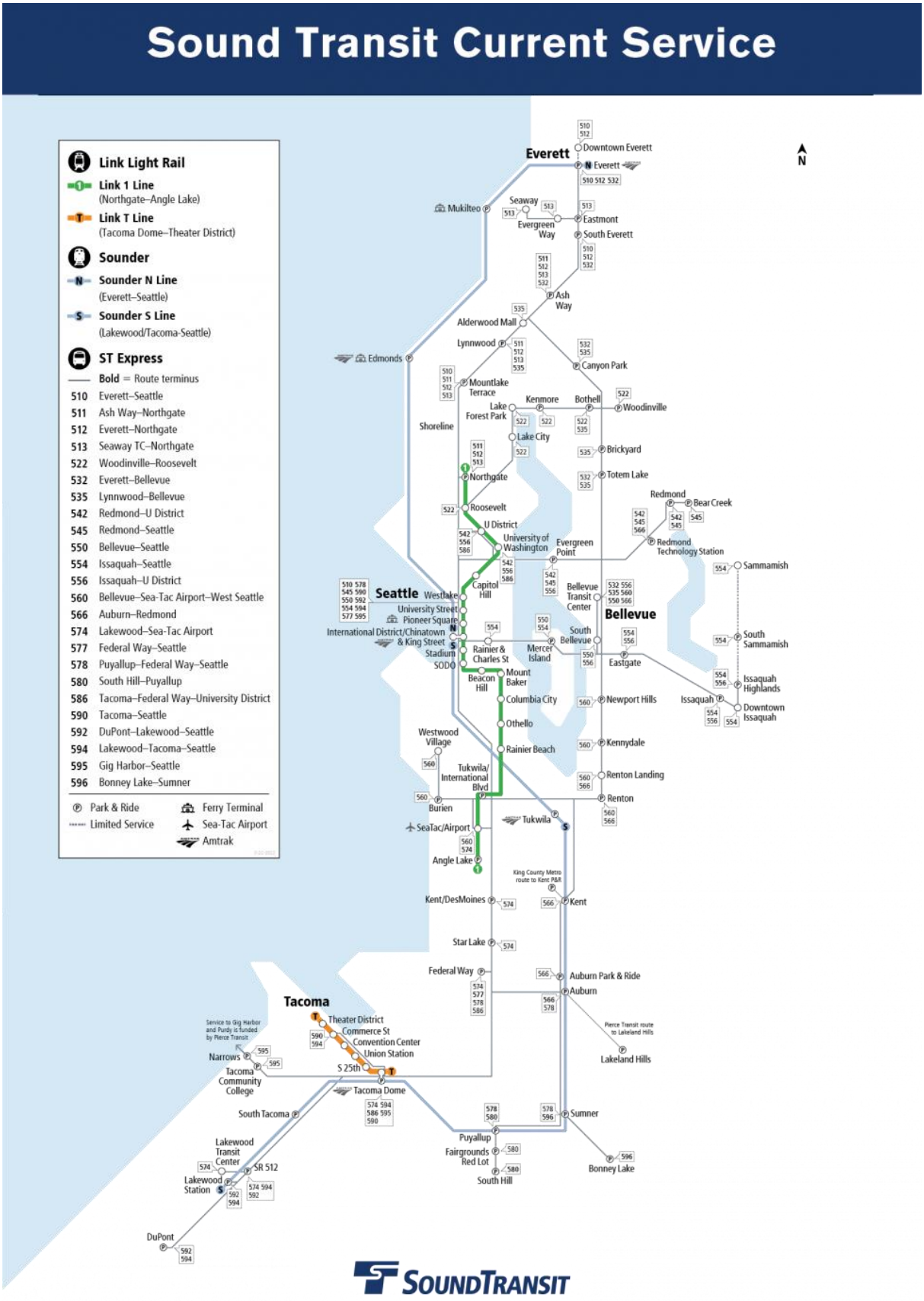


Figure 4: Sound Transit System Map

Minority Routes

There are 14 ST Express routes identified as serving a larger minority population than the district average. The routes serving minority populations generally are serving southern or eastern regions in the district.

Both the Link Light Rail and Tacoma Link routes have service areas that exceed the Sound Transit district minority population. Commuter rail to the south serves areas that exceed the district's average; the northern route does not.

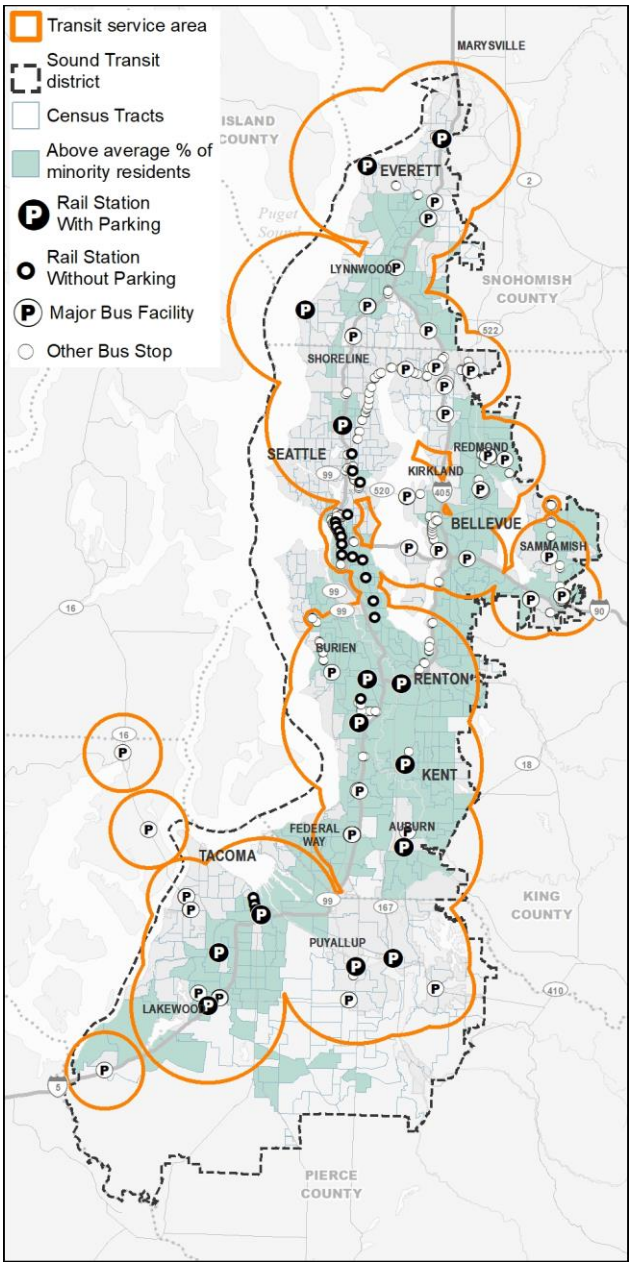


Figure 5: Minority Populations Facilities Served by ST

Mode	% Minority	Minority Route
ST District Average	**43.5%**	**17**
Express Bus		
510	41.1%	
511	38.9%	
512	39.0%	
513	39.5%	
522	34.2%	
532	43.4%	
535	41.2%	
542	51.0%	Yes
545	49.6%	Yes
550	49.1%	Yes
554	48.8%	Yes
556	47.0%	Yes
560	55.3%	Yes
566	55.8%	Yes
574	54.2%	Yes
577	52.3%	Yes
578	45.3%	Yes
580	42.0%	
586	51.4%	Yes
590	46.2%	Yes
592	49.9%	Yes
594	49.4%	Yes
595	37.9%	
596	23.5%	
Commuter Rail		
Sounder - North	37.6%	
Sounder - South	48.7%	Yes
Light Rail		
Link Line 1	46.0%	Yes
Streetcar		
Tacoma Link	44.2%	Yes

Table 7: Minority Population Percentage by Route

Low-Income Routes

Two ST Express bus routes serving Snohomish County (510 and 512) and nearly all routes serving South King and Pierce counties (560 through 596) fall under the definition of low-income. No routes serving East King County (522 through 556) are classified as low-income.

All Sound Transit rail modes have service areas that exceed the Sound Transit district's low-income population average.

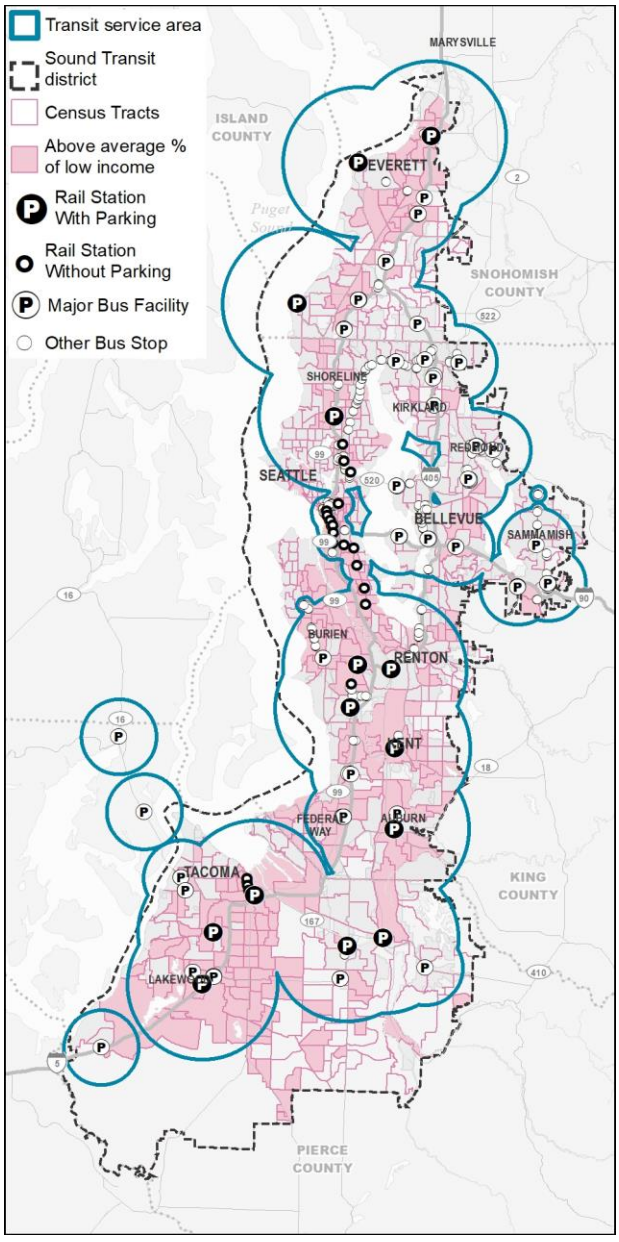


Figure 6: Low-Income Populations for Facilities Served by ST

Mode	% Low Income	Low-Income Route
ST District Average	**14.4%**	**17**
Express Bus		
510	16.1%	Yes
511	13.4%	
512	14.4%	Yes
513	14.1%	
522	9.7%	
532	13.5%	
535	10.3%	
542	11.5%	
545	11.1%	
550	12.7%	
554	12.1%	
556	11.4%	
560	17.9%	Yes
566	16.4%	Yes
574	22.4%	Yes
577	18.2%	Yes
578	16.4%	Yes
580	18.4%	Yes
586	24.0%	Yes
590	22.4%	Yes
592	22.5%	Yes
594	23.7%	Yes
595	17.7%	Yes
596	8.9%	
Commuter Rail		
Sounder - North	15.5%	Yes
Sounder - South	17.8%	Yes
Light Rail		
Link Line 1	16.6%	Yes
Streetcar		
Tacoma Link	20.1%	Yes

Table 8: Low-Income Population Percentage by Route

Limited English Proficiency

Limited English proficiency is shown in Figure 7 and Table 9 for the purpose of understanding outreach approaches, but LEP populations are not included in the upcoming analysis.

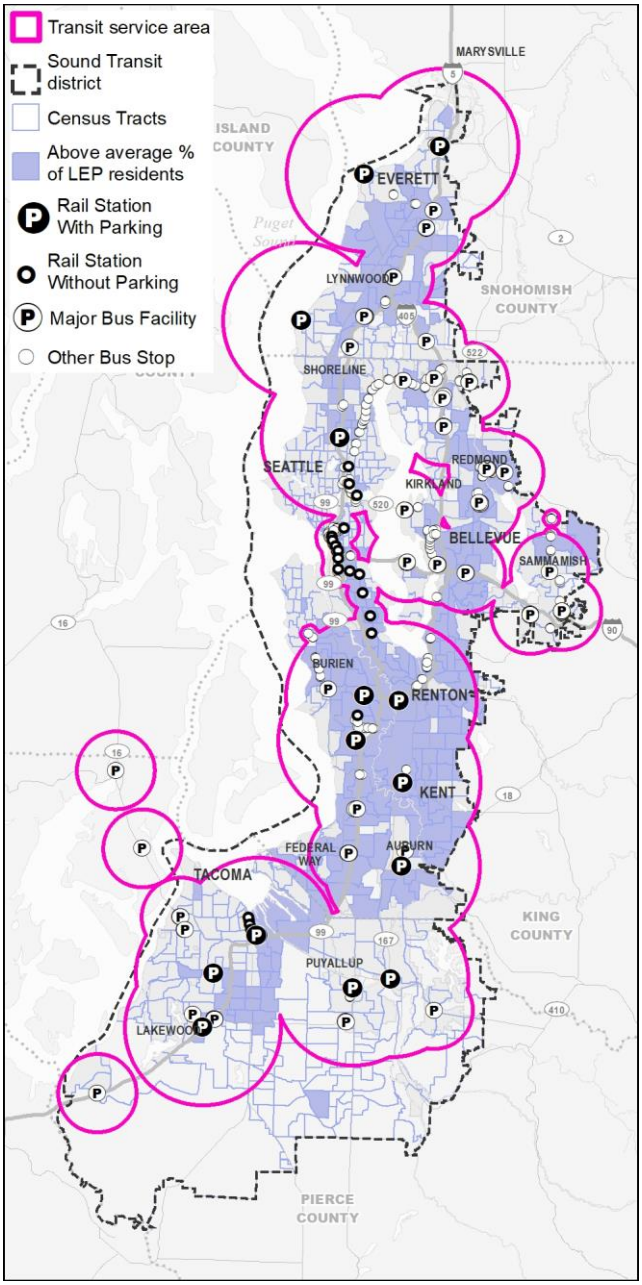


Figure 7: LEP Populations for Facilities Served by ST

Mode	% LEP
ST District Average	**10.3%**
Express Bus	
510	11.4%
511	10.2%
512	10.8%
513	11.1%
522	7.9%
532	12.5%
535	10.7%
542	12.0%
545	10.9%
550	11.2%
554	11.2%
556	11.0%
560	18.2%
566	15.7%
574	14.0%
577	13.2%
578	10.9%
580	7.8%
586	12.8%
590	8.0%
592	8.8%
594	9.2%
595	6.1%
596	2.4%
Commuter Rail	
Sounder - North	10.7%
Sounder - South	12.3%
Light Rail	
Link Line 1	11.8%
Streetcar	
Tacoma Link	8.6%

Table 9: LEP Percentage by Route

Service Standards Monitoring Results

The section below describes monitoring results from Sound Transit's Board-approved *Service Standards and Performance Measures.* The document sets standards to measure the performance and quality of service delivered to customers and is used for assessing impacts on populations. In order to evaluate the degree to which investments were distributed equitably, 2021 service quality indicators were compared for minority and low-income routes. Where adverse effects (which are quantified as anything above the averages for the district) led to a determination of disparate impact or disproportionate burden, mitigation strategies are identified. For the combined summary of the impact results, refer to Appendix A: Disparate Impact Analysis and Appendix B: Disproportionate Burden Analysis.

RECENT CHANGES TO SERVICE

Between 2018 and 2021, all modes except light rail saw decreases in resource allocations because of reductions in service due to the COVID-19 pandemic and operator shortages. In November 2021 the Northgate Link extension opened, resulting in an increase in resources allocated to light rail. Table 10 and Table 11 summarize the changes in platform hours by mode, and Appendix C: Changes in Service Delivery further details the changes implemented over recent years. For all rail modes, platform hours reflect multiple cars in operation.

ROUTE	ACTUAL ANNUAL PLATFORM HOURS		DIFFERENCE	MINORITY	NON-MINORITY
	2018	2021	2018-2021		
ST Express	780,900	682,899	-98,001	-28,647	-69,354
Commuter Rail	79,141	55,893	-23,248	-19,651	-3,597
Light Rail	281,813	314,418	23,153	22,757	396
Tacoma Link	9,848	9,452	-396	-396	0

Table 10: Change in Minority Route Platform Hours, 2015-2018

ROUTE	ACTUAL ANNUAL PLATFORM HOURS		DIFFERENCE	LOW-INCOME	NON-LOW-INCOME
	2018	2021	2018-2021		
ST Express	780,900	682,899	-98,001	-22,086	-75,915
Commuter Rail	79,141	55,893	-23,248	22,757	-46,005
Light Rail	281,813	314,418	23,153	-19,651	42,804
Tacoma Link	9,848	9,452	-396	23,153	-23,549

Table 11: Change in Low-Income Route Platform Hours, 2015-2018

STANDARDS

Sound Transit's *Service Standards and Performance Measures* document outlines a set of measures that are used to design, evaluate, and modify transit service. The document was last adopted by the Sound Transit Board of Directors in 2014. In 2018, formatting and other clarity improvements were published and presented to the Board of Directors in a briefing. Planning and day-to-day management of transit service is based on the established service standards and performance measures in order to obtain efficient and effective service delivered with quality. The guidelines provide a multi-step process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities. Figure 8 summarizes service standards and performance measures by mode.

The *Service Standards and Performance Measures* document defines the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure Sound Transit services are meeting the demand for regional transit in the Puget Sound region.

Because standards vary by mode, a determination of disparate impact/disproportionate burden is made for routes within the mode rather than between modes.

	Productivity				Service Quality			
	Boardings per Trip	Boardings per Revenue Hour	Subsidy per Boarding	Passenger Miles per Platform Mile	Passenger Load	On-Time Performance	Customer Complaints	Operated as Scheduled
ST Express FAST, FREQUENT REGIONAL BUS SERVICE (SEE PAGE 15)	▪ Monitored regularly and reported annually with a comparative analysis of each route's performance and a peer comparison analysis ▪ Annual targets are adjusted accordingly				Standing passengers not to exceed 1.23 - 1.5 times total seats and limit standing time to 30 minutes	85% of trips arrive within five minutes of schedule, never early	Less than 15 complaints per 100,000 boardings	99.8% of scheduled trips operated
Sounder HIGH CAPACITY COMMUTER RAIL (SEE PAGE 19)	▪ Monitored regularly and reported annually with a peer comparison analysis ▪ Annual targets are adjusted accordingly				Most riders have a seat, otherwise limit standing time to 30 minutes	95% of trips arrive at route terminals within seven minutes of schedule	Less than 15 complaints per 100,000 boardings	99.5% of scheduled trips operated
Tacoma Link LIGHT RAIL WITH MULTI-MODAL CONNECTIONS (SEE PAGE 21)	▪ Monitored regularly and reported annually with a comparative analysis by time of day and a peer comparison analysis ▪ Annual targets are adjusted accordingly				Standing passengers permitted up to 1.86 times number of seats	98.5% of trips depart/arrive route terminals within three minutes of schedule	Less than 15 complaints per 100,000 boardings	98.5% of scheduled trips operated
Link FREQUENT, RELIABLE HIGH-CAPACITY LIGHT RAIL (SEE PAGE 24)	▪ Monitored regularly and reported annually with a comparative analysis by time of day and a peer comparison analysis ▪ Annual targets are adjusted accordingly				Standing passengers not to exceed two times number of seats and limit standing time to 30 minutes	90% of headways within two minutes of schedule	Less than 15 complaints per 100,000 boardings	98.5% of scheduled trips operated

Figure 8: Sound Transit Service Standards and Performance Measures

Passenger Load

Maximum load factor is defined as the ratio as the maximum number of passengers observed on a transit vehicle trip relative to the number of seats. A maximum load factor greater than 1.0 means some passengers will be standing. The threshold for overcrowding varies by mode. Because ST Express, Sounder, and Link are regional services with long trip durations, a limit of 30 minutes of standing load is imposed on trips in addition to peak load factor limits of 1.23-1.5, 2.0, and 2.0, respectively. ST Express peak load factor limits vary according to the vehicle type, with 45-foot high floor and double decker buses having less space for standing room. Tacoma Link's load factor limit is 1.86, and typically only experiences overcrowding during special events.

Bus Type	Number of Seats	Max. Passenger Load	Load Factor
40-foot high floor	42	63	1.50
40-foot low floor	37	55	1.50
45-foot high floor	57	70	1.23
60-foot low floor	56	81	1.45
42-foot double deck	82	101	1.23

Figure 9: ST Express Load Factor by Vehicle Size

One aspect of rider behavior that load factor metrics do not fully account for is self-balancing: during periods of high demand and frequent service, it is common to observe riders decline boarding the first available bus in the expectation that later buses will be less crowded. In this situation, the passenger chooses a longer wait in order to have a seat for the trip.

Systematic passenger overcrowding conditions can occur when the frequency of service supplied is insufficient to meet demand, when poor schedule reliability leads to vehicle bunching, and/or vehicle passenger capacities are insufficient for a scheduled

PASSENGER OVERCROWDING RATE			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	0.00%	0.00%	0.00%
Commuter Rail	0.00%	0.00%	0.00%
Light Rail	0.00%	N/A	N/A
Tacoma Link	0.00%	N/A	N/A

Table 12: Passenger Overcrowding Rate for Minority Routes

PASSENGER OVERCROWDING RATE			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	0.00%	0.00%	0.00%
Commuter Rail	0.00%	N/A	N/A
Light Rail	0.00%	N/A	N/A
Tacoma Link	0.00%	N/A	N/A

Table 13: Passenger Overcrowding Rate for Low-Income

trip. Acute overcrowding can occur during periods of atypical demand (parades, weather events) or during disruptions to regular service.

Findings

- All modes experienced no overcrowding (due to lower ridership levels because of the COVID-19 pandemic), thus there is no difference in crowding on minority routes or low-income routes.

For a more detailed representation of findings please refer to Appendix D: 2021 Passenger Overcrowding Rate by Route.

Mitigation

- No mitigation is necessary for this measure.

On-Time performance

The calculation for on-time performance varies by mode:

- Among ST Express bus routes, "on-time" is defined as arriving no later than five minutes of each fixed mid-point timepoint's scheduled time, departing no more than 3 minutes late from the start, and arriving no more than 7 minutes late to the route terminus. Early departures are not permitted for fixed timepoints. In addition, many ST Express timetables include "estimated" timepoints primarily for situations in which a stop is drop-off only. Estimated timepoints are not included in on-time performance (OTP) reporting. The standard is 85% on-time for mid-point timepoints and 90% on-time for the start and terminus of routes.

ON-TIME PERFORMANCE			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	82.6%	91.7%	-9.1%
Commuter Rail	96.4%	96.8%	-0.4%
Light Rail	88.4%	N/A	N/A
Tacoma Link	99.9%	N/A	N/A

Table 14: On-Time Performance for Minority Routes

ON-TIME PERFORMANCE			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	83.7%	89.5%	-5.8%
Commuter Rail	96.6%	N/A	N/A
Light Rail	88.4%	N/A	N/A
Tacoma Link	99.9%	N/A	N/A

Table 15: On-Time Performance for Low-Income Routes

- For Sounder "on-time" is defined as arriving at the final station of the route within six even minutes of the scheduled time. The standard is 95% on-time.
- For Tacoma Link "on-time" is defined as arriving at the final station within three minutes of the scheduled time and departing no later than three minutes of the scheduled time from the first station. The standard is 98.5% on-time.
- For Link light rail "on-time" is defined as departing a station within two minutes of the scheduled time. The standard is 90% on-time.

Findings

- On-time performance was lower for minority routes on ST Express by 9.1%, resulting in a determination of a disparate impact for this mode.
- On-time performance was lower for low-income routes on ST Express by 5.8%, resulting in a determination of a disproportionate burden for this mode.
- On-time performance was slightly lower (by 0.4%) on commuter rail for minority routes.
- There is only one route each for Tacoma Link and Link light rail, and both are classified as low-income and minority. The Tacoma Link route is meeting the target of 98.5% on-time, the Link light rail route is not meeting its target of 90%.

- In total, 10 of the 24 ST Express routes did not meet the standard of 85% for on-time performance. Of those that fell below the standard, one is considered minority but not low-income (556), one is considered low-income-only (595), and eight are considered both minority and low-income (560, 566, 574, 578, 586, 590, 592, 594). All routes that do not serve low-income or minority areas are meeting the standard.
- The King County Metro (KCM) and Community Transit (CT) operating divisions calculate OTP based on fixed and estimated timepoints, whereas Pierce Transit (PT) only calculates it based on fixed timepoints. Because of this calculation/methodology difference, it results in routes operating out of PT having artificially lower OTP. Many of the routes out of the PT garage serve areas in the south that have higher percentages of minority and low-income populations.

For a more detailed graph of on-time performance findings for all routes refer to Appendix E: 2021 On-Time Performance by Route.

Mitigation

- To ensure consistent comparison of performance across operating partners, implement a process change so that the Pierce Transit garage can begin reporting OTP values based on fixed and estimated timepoints.
- As traffic congestion increases in the region following the end of the pandemic, run time allotments by route will be monitored regularly
- In January 2022 running time was added to the Link 1 light rail route to improve OTP, headway adherence, and schedule reliability. Four minutes were added in each direction. Time was added after the opening of the Northgate Link Extension in October 2021 indicated scheduled runtimes were longer than initially planned.

Customer Complaints

The customer complaints standard is the same across all modes: no more than 15 complaints submitted to Sound Transit customer service representatives per 100,000 boardings. Complaints can relate to on-time performance, overcrowding and amenities, among other things.

COMPLAINTS PER 100K BOARDINGS			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	19.5	18.8	0.7
Commuter Rail	24.9	123..2	-98.3
Light Rail	6.0	N/A	N/A
Tacoma Link	1.3	N/A	N/A

Table 16: Complaints per 100,000 Boardings, Minority Routes

Findings

- Customer complaints were higher for minority routes on ST Express by 0.7 complaints per 100,000 boardings, resulting in a determination of a disparate impact for this mode.
- Customer complaints were higher for low-income routes on ST Express by 6.1 complaints per 100,000 boardings, resulting in a determination of a disproportionate burden for this mode.

CUSTOMER COMPLAINTS PER 100K BOARDINGS			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	22.3	16.2	6.1
Commuter Rail	29.3	N/A	N/A
Light Rail	6.0	N/A	N/A
Tacoma Link	1.3	N/A	N/A

Table 17: Complaints per 100,000 Boardings, Low-Income Routes

- On commuter rail, minority routes had fewer complaints per 100,000 boardings. Neither route is meeting the target of no more than 15 complaints per 100,000 boardings.
- There is only one route each for Tacoma Link and Link light rail, and both are classified as low-income and minority. Both are meeting the target of no more than 15 complaints per 100,000 boardings.
- Seventeen of the 24 ST Express routes are not meeting the targets. Nine are both low-income and minority, 2 are minority only, 2 are low-income only, and 4 are neither. Of the 17 routes not meeting the target, five have complaint rates that are two times higher than the standard

- The top ST Express complaint was “operator attitude or demeanor” followed by “the bus didn’t show up” and “the bus was late”.
- An analysis of complaints of minority routes to non-minority routes where 12 or more complaint types (equivalent to at least one instance monthly) were recorded for ST Express was conducted. Minority routes had a higher prevalence than non-minority routes for complaints related to on-time performance, disagreement over agency policy, missed trips or stops, operator attitude/demeanor, dangerous driving, or overcrowding. Non-minority routes had a higher rate of complaints due to changes in routing, level of service or stop locations. A similar analysis was conducted to compare low-income to non-low-income routes and similar results were found with the exception of dangerous driving and early trips, these had a greater rate among non-low-income individuals than low-income.

For a more detailed graph of on-time performance findings for all routes refer to Appendix F: 2021 Customer Complaints by Route.

Mitigation

- Sound Transit reviews customer complaints with all partners at the monthly Operations Business Review meetings. The agency will more proactively look at trends between route types and modes moving forward.
- Sound Transit will consider further refining the methodology for tracking complaints to more easily identify valid versus invalid complaints.
- Challenges that the agency is working to address, as noted in other mitigation strategies, should contribute to a reduction in the overall number of complaints received. Complaints received previously have informed the agency of issues needing attention, which has helped the agency to identify priorities for improvement.

Trips Operated as Scheduled

This metric tracks the percent of scheduled trips that are actually operated. The standard for ST Express is 99.8% and 99.5% for rail modes. Traffic conditions, labor shortages, medical emergencies, and mechanical breakdowns can all contribute to the cancellation of a trip.

TRIPS OPERATED AS SCHEDULED			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	99.1%	99.8%	-0.7%
Commuter Rail	99.6%	97.7%	1.9%
Light Rail	99.3%	N/A	N/A
Tacoma Link	99.9%	N/A	N/A

Table 18: Trips that Operated as Scheduled, Minority Routes

TRIPS OPERATED AS SCHEDULED			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	98.8%	99.7%	-0.9%
Commuter Rail	99.2%	N/A	N/A
Light Rail	99.3%	N/A	N/A
Tacoma Link	99.9%	N/A	N/A

Table 19: Trips that Operated as Scheduled, Low-Income Routes

Findings

- Trips operated as scheduled were lower for minority routes on ST Express by 0.7%, resulting in a determination of a disparate impact for this mode.
- Trips operated as scheduled were lower for low-income routes on ST Express by 0.9%, resulting in a determination of a disproportionate burden for this mode.
- On commuter rail, minority routes were more likely to operate as scheduled. The Sounder North route is not meeting the target of 99.5% but the South route is.
- There is only one route each for Tacoma Link and Link light rail, and both are classified as low-income and minority. The Tacoma Link route is meeting the target of 99.5% trips operated, the Link light rail route is not.

- Only 5 of the 24 ST Express routes are meeting the target of 99.8%. Of the five routes meeting the target, four are neither low-income or minority routes and one is low-income. None of the routes serving minority areas are meeting the target.

Note that recent service reductions scheduled in response to operator shortages are not reflected in the trips operated as scheduled data. For a more detailed graph of trips-operated findings for all routes refer to Appendix G: 2021 Trips Operated as Scheduled by Route.

Mitigation

- Sound Transit will continue to work with peers and partners to identify strategies to hire and retain operators.

Sound Transit will work with partners to better distribute missed assignments equitably in the short-term as the operator shortage is anticipated to continue.

Span of Service

The service span, or the hours of operation of an individual route, should be based on demand and relate to the operating times of the activity centers being served and the service span of the connecting local transit system as well as other Sound Transit modes. ST Express service span may vary between routes based on passenger demand and route performance.

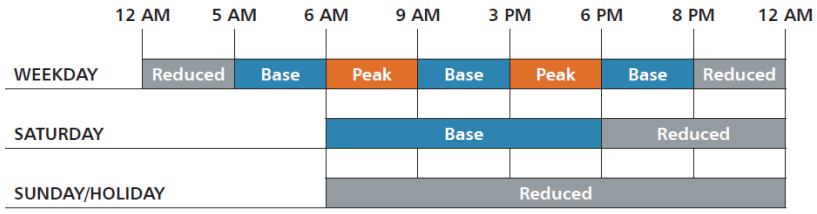


Figure 10: Sound Transit Service Span Guidelines

Once service is in place, headways may be improved to provide more frequent service if route productivity consistently exceeds the system average or if passenger loads exceed Sound Transit's service standards.

Some routes may operate only during weekday peak periods while others may operate all day, seven days a week. Other routes may operate all day on weekdays but provide no weekend service. As a general guide, three levels of service are defined for different operating time periods.

AVERAGE HOURS OF SERVICE PER DAY				
	DAY TYPE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	Weekday	15.8	11.7	4.1
	Saturday	18.6	19.3	-0.6
	Sunday	18.4	19.8	-1.4
Commuter Rail	Weekday	9.5	3.60	5.9
Light Rail	Weekday	21.8	N/A	N/A
	Saturday	21.8	N/A	N/A
	Sunday	19.8	N/A	N/A
Tacoma Link	Weekday	22.4	N/A	N/A
	Saturday	14.6	N/A	N/A
	Sunday	8.4	N/A	N/A

Table 20:Avg. Hours of Service by Day Type, Minority Routes

- Peak service is generally between the hours of 6:00 a.m. and 9:00 a.m., and between 3:00 p.m. and 6:00 p.m.
- Base service is provided in the early morning from 5:00 a.m. and 6:00 a.m., in the mid-day period between 9:00 a.m. and 3:00 p.m., and in the early evening period between 6:00 p.m. and 8:00 p.m. on weekdays, and between 6:00 a.m. and 6:00 p.m. on Saturdays.
- Reduced service is between 8:00 p.m. and midnight on weekdays, from 6:00 p.m. to midnight on Saturdays and from 6:00 a.m. to midnight on Sundays. Reduced service is also operated on some holidays.

Some routes only operate during the peak period, while others only operate during off-peak times. For the purpose of this analysis, span was defined as the first trip start time to the time the last trip pulls in. Routes in which no trips started between 11 a.m. and 1 p.m. were considered peak-only; daily total span was calculated as the sum of spans within each peak period.

Findings

- The average span of service was greater for minority routes compared to non-minority on weekdays then weekends. No disparate impact is seen on weekdays, but it does exist on weekend ST Express service.
- The average span for minority routes was shorter on Saturdays by 36 minutes and Sundays by 1 hour 12 minutes compared to non-minority routes.
- The average span of service for low-income routes compared to non-low-income routes was shorter on Weekdays by 1.5 hours. This resulted in a disproportionate burden. On weekends the average span was longer on low-income routes compared to non-low-income routes, resulting in no disproportionate burden

AVERAGE HOURS OF SERVICE PER DAY				
MODE	DAY TYPE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	Weekday	13.4	14.9	-1.5
	Saturday	19.6	18.0	1.6
	Sunday	19.0	17.8	1.2
Commuter Rail	Weekday	6.5	N/A	N/A
Light Rail	Weekday	21.8	N/A	N/A
	Saturday	21.8	N/A	N/A
	Sunday	19.8	N/A	N/A
Tacoma Link	Weekday	22.4	N/A	N/A
	Saturday	14.6	N/A	N/A
	Sunday	8.4	N/A	N/A

Table 21: Avg. Hours of Service by Day Type, Minority Routes

- For the commuter rail, the minority route has a longer span than the non-minority route, resulting in no disparate impact. Given that both routes are low-income routes, it is not possible to compare the spans on low-income to non-low-income.
- Rail modes do not have service span guidelines and there is only one route each for Tacoma Link and Link light rail. Therefore, a comparison or analysis of findings is not feasible for these two modes.
- Eight (Routes 510, 566, 577, 580, 586, 590, 592, and 595) of the 13 low-income routes operate mainly during peak periods, driving down the average span length overall. Most of these routes operate in corridors with a complementary all-day route to cover a larger span of service.
- All of the all-day low-income routes have weekday service spans exceeding 18 hours. ST Express Route 574, which services Sea-Tac International Airport, has the longest span due to the 24-hour operational nature of this important regional employment center.

Refer to Appendix H: 2021 Span of Service by Day Type by Route for a more detailed look at hours of service provided by route.

Mitigation

- The 2022 Service Plan's strategy focused broadly on increasing frequency and span on Title VI priority routes. The service plan focused predominately on delivering frequent all-day/all week service to respond to changing travel patterns that surfaced during the peak of the COVID-19 pandemic. The plan was adopted but its implementation has been paused due to regional workforce constraints. The full implementation of the plan should help mitigate the differences in span identified above. For example, as part of the 2022 Service Plan, Sound Transit intends to increase the span of service on the Route 574, a minority and low-income route.

Frequency

Headways are the time intervals in minutes between scheduled trips for a given direction of travel. Shorter intervals result in better frequencies of service for customers. Sound Transit schedules ST Express headways based on demand, clock-face scheduling and the maximum headway guideline, which is 30 minutes during peak periods and 60 minutes during off-peak periods for ST Express. The guideline is designed to keep wait times reasonable for passengers who require a transfer. Once service is in place, headways may be improved to provide more frequent service if route productivity consistently exceeds the system average or if passenger loads exceed Sound Transit's service standards. There are no service guidelines for rail headways.

AVERAGE HEADWAY				
MODE	TIME PERIOD	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	Peak	18.4	18.7	-0.3
	Base	31.1	26.1	5.0
	Reduced	33.5	24.5	9.0
Commuter Rail	Peak	22.8	60.0	-37.2
	Base	49.2	N/A	N/A
Light Rail	Peak	7.6	N/A	N/A
	Base	10.4	N/A	N/A
	Reduced	11.9	N/A	N/A
Tacoma Link	Peak	12.0	N/A	N/A
	Base	12.4	N/A	N/A
	Reduced	24.1	N/A	N/A

Table 22: Average Headway by Time Period, Minority Routes

AVERAGE HEADWAY				
MODE	TIME PERIOD	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	Peak	21.1	16.2	4.9
	Base	32.2	25.6	6.6
	Reduced	27.5	31.0	-3.6
Commuter Rail	Peak	41.4	N/A	N/A
	Base	24.6	N/A	N/A
Light Rail	Peak	7.6	N/A	N/A
	Base	10.4	N/A	N/A
	Reduced	11.9	N/A	N/A
Tacoma Link	Peak	12.0	N/A	N/A
	Base	12.4	N/A	N/A
	Reduced	24.1	N/A	N/A

Table 23: Average Headway by Time Period, Low-Income Routes

Findings

- Average headways for Base and Reduced time periods on minority routes were longer than their non-minority counterparts on ST Express by five minutes and nine minutes, respectively. This means that average wait time for a passenger randomly arriving at a stop for a minority route would be longer, resulting in a disparate impact.
- Average headway of service was longer for low-income ST Express routes than non-low-income routes during Peak and Base time periods by about 5 minutes and 6 and a half minutes, respectively. This results in a disproportionate burden.
- For commuter rail, the minority route has a shorter headway than non-minority during the peak resulting in no disparate impact. During the base period the non-minority route does not operate, and thus there is no comparison possible. Given that both routes are low-income routes, it is not possible to compare the headways on low-income routes to non-low-income routes.
- Rail modes do not have headway guidelines and there is only one route each for Tacoma Link and Link light rail. Therefore, a comparison or analysis of findings is not feasible for these two modes.
- Routes 586 and 595 do not meet the service guidelines for minimum headway during the Peak period for ST Express routes. Both routes are low-income routes and Route 586 is also a minority route. These routes are scheduled as trip-based, highly targeted peak-only service for very specific travel markets and not based on minimum headways.
- All routes meet the Base headway requirement for the off-peak period of no greater than 60-minute headways.
- Sound Transit contracts with three local transit agencies to operate ST Express service, Community Transit in Snohomish County, King Country Metro in King County and Pierce Transit in Pierce County. In effect, the ST Express routes, operated by each local transit agency, operates as a separate system similar to the way a single agency may operate service out of multiple maintenance bases.
- Sound Transit had to reduce service in November 2021 due to a driver shortage on Pierce Transit operated ST Express service. At the time the Pierce Transit operated routes 566 through 596, of which 8 of the 11

routes are minority routes and 10 are low-income. Service frequency was reduced during peak times on the 566, 577, 578, 580, 590, 592, 594 and during the base on the 577, 578, and 594. These routes are all minority and/or low-income routes.

Appendix I: 2021 Average Headway by Route compares the average headway of minority and/or low-income routes for the three time periods.

Mitigation

- The Board-adopted 2022 Service Plan authorized equity-focused service increases in South King and Pierce counties, areas with routes serving high minority and low-income populations. The plan approved increased weekday frequency on the 577 and 590, two minority and low-income routes. On weekends frequency would be improved on six routes, four of which are low-income and five minority. Improving weekend frequency would create shorter headways on minority routes during the base and reduced periods, closing the gap in service levels between minority and non-minority and low-income and non-low-income routes. These changes will be implemented as operator staffing improves.
- In the March 2022 service change Sound Transit transferred the operation of Route 566 to King County Metro, which has allowed the agency to avoid additional trip reductions on minority and low-income routes 577, 578, 590, 592, and 594 operated by Pierce Transit in the South Sound region. When operator availability improves, service will be restored based on the Board-adopted 2022 Service Plan.
- Demand has changed with the COVID-19 pandemic and some routes may no longer need shorter headways to prevent overcrowding.

Service availability

This metric tracks the amount of service available and distribution in the service area across modes. ST Express service offers higher capacity, higher speed, frequent bus service using HOV lanes, and priority infrastructure to connect regional population and employment centers. Stops are limited to transit centers, major transfer points, major origins/destinations, and park-and-ride lots where at least 25 daily boardings or alightings occur if the service span is 12 hours or greater and 15 boardings or alightings if less than 12 hours. Given the limited stop nature of ST Express and rail modes, the service area is defined by a radial distance from each stop, and the distance varies based on the nature of each facility. To calculate service availability for each mode, the total population served by each mode was calculated followed by the percent of each that was minority and non-minority. The percent minority and non-minority for each mode were then each divided by the systemwide minority average. The same methodology was used for low-income routes.

SERVICE AVAILABILITY			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	1.01	0.99	0.02
Commuter Rail	1.06	0.96	0.10
Light Rail	1.06	0.95	0.11
Tacoma Link	1.02	0.99	0.03

Table 24: Service Availability, Minority Routes

SERVICE AVAILABILITY			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	1.04	0.99	0.05
Commuter Rail	1.19	0.97	0.22
Light Rail	1.16	0.97	0.19
Tacoma Link	1.40	0.93	0.47

Table 25: Service Availability, Low-Income Routes

Findings

- For all modes, service availability was greater for minority than non-minority.
- For all modes, service availability was greater for low-income than non-low-income.

Mitigation

- No mitigation is necessary for this measure.

SERVICE POLICY

Sound Transit's *Service Standards and Performance Measures* and *Design Criteria Manual* document amenity requirements. These requirements were used to determine if the distribution of amenities is equitable. Per FTA Circular 4702.1B, Sound Transit is only responsible for setting and monitoring the policy for which they have the decision-making authority over the provision of amenities. Different policies can be set for different modes. The first step is determining which stops/stations Sound Transit has decision-making authority over. Table 26 lists the number of stops by mode that meet this requirement. Overall, there are 52 locations for which this occurs, as some locations are served by more than one mode.

MODE	NUMBER OF STOPS WITH DECISION MAKING AUTHORITY
ST Express	21
Commuter Rail	12
Light Rail	19
Tacoma Link	6

Table 26: Number of Stops by Mode Where ST has Decision Making Authority

The next step is to determine if a stop is a low-income or minority stop. If a stop is located in a low-income Census tract it is considered low-income and if in a minority Census tract it is a considered minority. Table 27 outlines the breakdown of the number of stops by mode and minority and low-income status. It should be noted that all Tacoma Link stops are classified as Low-Income and as such a comparison between low-income and non-low-income is not feasible for this mode.

See Appendix J: Sound Transit Stops for maps showing the stops Sound Transit has decision-making authority over and which are located in minority and low-income areas.

NUMBER OF STOPS				
MODE	MINORITY	NON-MINORITY	LOW-INCOME	NON-LOW-INCOME
ST Express	11	10	9	12
Commuter Rail	6	6	8	4
Light Rail	14	5	17	2
Tacoma Link	1	5	6	0

Table 27: Breakdown by Mode and Minority or Low-income Status for Stops Where ST has Decision Making Authority

Escalator and Elevator Conveyance

CONVEYANCE UPTIME			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
Light Rail - Elevator	98.5%	96.0%	2.5%
Light Rail - Escalator	91.3%	82.6%	8.7%
Commuter Rail - Elevator	99.7%	98.9%	0.8%
ST Express - Elevator	99.2%	99.4%	-0.2%

Table 28: Station and Garage Conveyance Uptime, Minority Stop

CONVEYANCE UPTIME			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
Light Rail - Elevator	97.5%	98.8%	-1.3%
Light Rail - Escalator	84.1%	97.8%	-13.7%
Commuter Rail - Elevator	99.5%	98.0%	1.5%
ST Express - Elevator	99.4%	99.1%	0.3%

Table 29: Station and Garage Conveyance Uptime, Low-income Stop

Sound Transit has established conveyance uptime targets for elevators and escalators. Elevators are located at Link Stations and parking garages for commuter rail, Link light rail and ST Express. Escalators are only located at Link Stations. The target for elevators is 97 percent uptime and for escalators 95 percent.

Findings

- Conveyance uptime was lower for minority stations on ST Express elevators by 0.2%, resulting in a determination of a disparate impact for this mode.

- For Link light rail and commuter rail, conveyance uptime was greater for minority than non-minority stations. There is no disparate impact for these modes
- Conveyance uptime was lower for low-income stations on light rail by 1.3% for elevators and 13.7% for escalators, resulting in a determination of a disproportionate burden for this mode.
- For ST Express and commuter rail, conveyance uptime was greater for low-income than non-low-income stations. There is no disproportionate burdens for these modes
- Five of the 13 stations with Escalators were not meeting the target of 95%, all of these stations are low-income and three of the five are also minority stations. The escalators in the downtown tunnel overall performed the worst. Three of the four locations with escalators, Westlake, Pioneer Square, and international district had conveyance uptimes of less than 70% and this heavily contributed to the 13.7% disproportionate burden. Very little (less than 1%) was scheduled outage for maintenance.
- Despite the disproportionate burden for light rail elevators, the overall average uptime for low-income and non-low-income individuals was greater than the target of 97%. The same is true for ST express and the disparate impact found. Only four locations (Beacon Hill, Roosevelt, Pioneer Square and Westlake) were not meeting the target of 97%. All four serve light rail only and are located in low-income areas, additionally Beacon Hill is also a minority station. Pioneer Square had the lowest uptime at 85.55%, while the other three ranged from 95.76% to 96.83%.

Refer to Appendix K: 2021 Conveyance Report for a more detailed look at uptime by location.

Mitigation

- When a conveyance goes down, Sound Transit has a system-wide process for responding as quickly as possible to get the conveyances back up. All conveyance issues are called into Sound Transit's vendor for service. The type of outage is categorized by cause, issue, impact, and day of week/time of day. The vendor's contracted response rate is a tiered approach as follows:
  - 24/7: immediate response if there is a case of entrapment.
  - 5 AM – 7 PM on weekdays: contracted business hours, response time is within one hour.
  - After 7 PM or before 5 AM on weekdays, and on weekends: response time is within two hours.
- Sound Transit is currently piloting sensor technology on 20 conveyance assets. The sensor technology immediately notifies Sound Transit when there is an issue, so response time is improved. Currently Sound Transit is only aware of outages if a passenger calls about it or is staff observes it. Depending on the results of the pilot, the sensor technology could be rolled out system-wide in 2023-2024.

Bike Rack Distribution

The *Design Criteria Manual* states that either bike cages or bike racks must be provided at all facility locations to the extent possible. Bicycle parking facilities are not to be located on a rail platform. Bike racks are considered class 2 bicycle parking and used for short-term bike parking.

BIKE RACK DISTRIBUTION			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	64.0%	60.0%	4.0%
Commuter Rail	50.0%	100.0%	-50.0%
Light Rail	79.0%	20.0%	59.0%
Tacoma Link	0.0%	0.0%	0.0%

Table 30: Bike Rack Distribution, Minority Stop

BIKE RACK DISTRIBUTION			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	78.0%	50.0%	28.0%
Commuter Rail	83.0%	67.0%	16.0%
Light Rail	56.0%	100.0%	-41.0%
Tacoma Link	0.0%	N/A	N/A

Table 31: Bike Rack Distribution, Low-Income Stop

Findings

- Bike racks occur more frequently at minority stations than non-minority stations for ST Express and Link light rail. There is no disparate impact for these modes
- Bike racks occur 50% more frequently at non-minority commuter rail stations than at minority ones, resulting in a disparate impact.
- The Tacoma Link stations do not have bike racks because these locations are simple at-grade platforms and the guidelines state that bike facilities are not allowed on platforms.
- Bike racks occur more frequently at low-income stations than non-low-income stations for ST Express and commuter Rail. There is no disproportionate burden for these modes
- Bike racks occur 41% more frequently at non-low-income light rail stations than at low-income ones, resulting in a disproportionate burden.
- Three commuter stations: King Street Station, Lakewood Station, and South Freighthouse Square Concourse, do not have bicycle racks at the stations, however all do have on-street bike parking nearby. All three are minority and low-income stations.
- All seven of the light rail stations without bike racks are low-income stations. Five of the seven locations are underground fixed guideway, one is an exclusive platform and another is an elevated fixed guideway station. The underground stations all have bike racks on-street outside the station. Northgate Station is the elevated guideway station without bike racks, but there are bike cages, thus meeting the requirement for bicycle facilities. Additionally, Northgate Station includes just the elevated station and plaza, the adjacent transit center has bicycle racks, but is owned by King County. Stadium Station is an exclusive platform, Sound Transit only has amenity jurisdiction over the platform and per their policy, bicycle facilities are not to be placed on rail platforms. There are free bicycle racks on street outside the station.
- The *Design Criteria Manual* is constantly being updated, many of the stations missing bike racks were constructed before the guidelines included standards for bike parking and, at the time of their construction, were compliant with the manual.

Refer to Appendix L: 2021 Bike Rack and Cage Distribution Tables

Mitigation

- As Sound Transit develops its long-term maintenance and state of good repair strategy, it will evaluate opportunities to update amenities at its existing stations in an equitable manner. Bike parking will be programmed into the update as outlined in the *Design Criteria Manual*.

Bike Cage/Lockers Distribution

The *Design Criteria Manual* states that either bike cages or bike racks must be provided at all facility locations to the extent possible. Bicycle parking facilities are not to be located on a rail platform. Bike cages and lockers are considered class 1 bicycle parking and used for long-term (all-day or overnight) bicycle parking because they are secured and weather-protected. Bike cages can house multiple bikes, whereas lockers are intended for individual bikes.

BIKE CAGE DISTRIBUTION			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	64.0%	70.0%	-6.0%
Commuter Rail	67.0%	100.0%	-33.0%
Light Rail	71.0%	20.0%	51.0%
Tacoma Link	0.0%	0.0%	0.0%

Table 32: Bike Cage Distribution, Minority Stop

BIKE CAGE DISTRIBUTION			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	78.0%	58.0%	20.0%
Commuter Rail	83.0%	67.0%	16.0%
Light Rail	53.0%	100.0%	-47.0%
Tacoma Link	0.0%	N/A	N/A

Table 33: Bike Cage Distribution, Low-income Stop

Findings

- Link light rail minority stations have a higher instance of having bicycle cages/lockers, resulting in no disparate impact.
- Bike cages/lockers occur 33% more frequently at non-minority commuter rail stations and 6% more at ST Express stations than at minority ones, resulting in a disparate impact for both modes.
- The Tacoma Link stations do not have bike cages, this is because these locations are simple at-grade platforms and the guidelines state bike facilities are not allowed on platforms.
- ST Express low-income and commuter rail stations have a greater percentage with bicycle cages/lockers than non-low-income stations. There is no disproportionate burden for these modes.
- Bike cages/lockers occur 47% more frequently at non-low-income Link light rail stations than at low-income ones, resulting in a disproportionate burden.
- Two commuter stations: King Street Station and South Freighthouse Square Concourse, do not have bicycle racks at the stations, however all do have on-street bike parking nearby.
- All eight of the Link light rail stations without bike racks are low-income stations. Seven of the eight locations are underground fixed guideway and one is an exclusive platform. At the underground stations, bike parking is available at bike racks on-street outside the station. Stadium Station is an exclusive platform, Sound Transit only has amenity jurisdiction over the platform and per their policy, bicycle facilities are not to be placed on rail platforms. There are free bicycle racks on-street outside the station.
- Six ST Express locations have neither bike racks nor bike cages/lockers, three are minority-only stations, one low-income only, and two are neither low-income nor minority. Two locations (Kirkland and Lakewood) have cages/lockers but not bike racks. Kirkland Transit Center is neither minority nor low-income, but Lakewood Station is both. There is only one station, Lynnwood Transit Center, which has bike racks but not bike cages/lockers; it is not a minority and low-income station.
- The *Design Criteria Manual* is constantly being updated, many of the stations missing bike racks were constructed before the guidelines stated standards for bike parking and, at the time of their construction, were compliant with the manual.

Refer to Appendix L: 2021 Bike Rack and Cage Distribution Tables

Mitigation

- As Sound Transit develops its long-term maintenance and state of good repair strategy, it will evaluate opportunities to update amenities at its existing stations in an equitable manner. Bike parking will be programmed into the update as outlined in the *Design Criteria Manual*.

Shelter Distribution

Per Sound Transit's *Service Standards and Performance Measures* document, bus stops with a high number of boardings per hour should have bus shelters or other weather-protection amenities. The *Design Criteria Manual* states that for rail a minimum of 30 percent of the platform area should have a canopy for at-grade stations and 65 percent for elevated stations. Bus stops are to have weather protection in the form of canopies and windscreens.

SHELTER DISTRIBUTION			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	100%	90%	10%
Commuter Rail	50%	17%	33%
Light Rail	93%	100%	-7%
Tacoma Link	100%	100%	0%

Table 34: Shelter Distribution, Minority Stop

SHELTER DISTRIBUTION			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	89%	100%	-11%
Commuter Rail	50%	17%	33%
Light Rail	94%	100%	-6%
Tacoma Link	100%	N/A	N/A

Table 35: Shelter Distribution, Low-income Stop

Findings

- Commuter rail and ST Express minority stations have a higher instance of having shelters that meet the standard, resulting in no disparate impact.
- 100% of Tacoma Link stations have shelters meeting the standard, thus there is no disparate impact or disproportionate burden.
- Shelters meeting the standard occur 7% more frequently at non-minority Link Light rail stations resulting in a disparate impact.
- Commuter rail low-income stations have a higher instance of having shelters meeting the standard, resulting in no disproportionate burden.
- Shelters meeting the standard occur 11% more frequently at non-low-income ST Express and 6% more at light rail stations than at low-income ones, resulting in a disproportionate burden for both modes.
- All Sound Transit facilities have a shelter, but do not all meet the standard for the amount of shelter required. There are nine locations that do not meet the standard; the majority (seven) are commuter rail stations, one serves both commuter rail and ST Express, and one serves light rail. All but Mount Baker (light rail) are at-grade stations and have 8% to 12% canopy coverage; Mt. Baker has 57%.
- The *Design Criteria Manual* is constantly being updated, many of the stations with insufficient shelter were constructed under different guidelines and, at the time of their construction, were compliant with the manual.

Refer to Appendix M: 2021 Shelter Distribution Maps for more details on locations

Mitigation

- As Sound Transit develops its long-term maintenance and state of good repair strategy, it will evaluate opportunities to update amenities at its existing stations in an equitable manner.

Seating/Bench Distribution

The *Design Criteria Manual* for light rail states that a minimum of 20 seats must be provided on each side of the platform and 30 seats for center platforms. At least 60 percent of seating should be under the canopy. Seating at on-site bus stops must have at least one 3 lineal feet per bus stall.

BENCH/SEATING DISTRIBUTION			
MODE	MINORITY	NON-MINORITY	DIFFERENCE
ST Express	91%	90%	1%
Commuter Rail	33%	33%	0%
Light Rail	21%	60%	-39%
Streetcar	100%	100%	0%

Table 36: Seating Distribution, Minority Stop

BENCH/SEATING DISTRIBUTION			
MODE	LOW-INCOME	NON-LOW-INCOME	DIFFERENCE
ST Express	78%	100%	-22%
Commuter Rail	50%	17%	33%
Light Rail	35%	0%	35%
Tacoma Link	100%	N/A	N/A

Table 37: Seating Distribution, Low-Income Stop

Findings

- Commuter rail and ST Express minority stations have a higher instance of having seating that meet the standard, resulting in no disparate impact.
- 100% of Tacoma Link stations have seating meeting the standard, thus there is no disparate impact or disproportionate burden.
- Seating meeting the standard occurs 39% more frequently at non-minority light rail stations, resulting in a disparate impact.
- Commuter rail and light rail low-income stations have a higher instance of having shelters meeting the standard, resulting in no disproportionate burden.
- Shelters meeting the standard occur 22% more frequently at non-low-income ST Express stops than at low-income ones, resulting in a disproportionate burden.
- All light rail stations have seating but 20 locations do not meet the standard. Fourteen of these locations are low-income and minority stations, two are only low-income, one is only minority, and four are neither.
- Stations not meeting the standards are primarily rail (light rail or commuter rail), but two are served by ST Express as well, and both are low-income stations.
- Many of the commuter rail stations not meeting the standard have side platforms and, on the inbound side towards Seattle, the platform meets the standard but the outbound does not. The inbound stations are primarily used for those boarding heading towards Seattle, while the outbound is primarily used by those alighting.
- Many of the stations not meeting the standard for seating are located in downtown Seattle or Pierce County.
- The *Design Criteria Manual* is constantly being updated, many of the stations with insufficient seating were constructed under different guidelines and, at the time of their construction, were compliant with the manual.

Refer to Appendix N: 2021 Bench/Seating Distribution Maps for more details on locations and if they meet the standard.

Mitigation

- As Sound Transit develops its long-term maintenance and state of good repair strategy, it will evaluate opportunities to update amenities at its existing stations in an equitable manner.

Vehicle Assignment

ST Express

Vehicle assignment is the process by which vehicles are placed into service throughout the system. Sound Transit contracts with Community Transit, King County Metro, and Pierce Transit to operate bus service. Each of the three facilities is assigned vehicles that are replaced when they reach the useful life benchmark. There are garage limitations to consider such as bay door and ceiling heights that may prevent a service provider from being able to store double-decker buses, and other considerations such as fuel type availability at a facility. Providers assign buses to service by rotating newer vehicles across all routes operated out of the facility. Vehicles are parked in line, front-to-back on pull-in, and assigned by pull-out time, according to the vehicle characteristics. This practice provides for a random bus assignment. Bus assignment does consider the operating characteristics of buses of various lengths and heights, which are matched to the operating characteristics of the route (ridership volumes, turn restrictions, height restrictions, type of service, and platform/curb levels). Some of these considerations are: hybrid and double-decker vehicles are not permitted on routes with clearance restrictions, express coach buses are specifically designed for routes that cover longer distances per trip, articulated and double-decker buses are deployed exclusively on routes with supportive ridership volumes.

Sounder Commuter Rail

The Sounder Commuter Rail operates Bombardier Bi-level cab cars (27) and coaches (40), pulled by EMD and MPI locomotives. Locomotives range in age from 10 to 23 years, and all have been rebuilt to meet EPA Tier 3 emissions standards. The 40 coaches are all 19 to 22 years old, and cab cars are 5 to 23. All are eligible to run on both commuter rail routes, and there are no constraints as to which locomotives can be combined with which coaches and cab cars. All passenger cars are equipped with power outlets and bathrooms. All passenger cars purchased beginning in 2015 are Crash Energy Management (CEM) cars; these are the only passenger cars with wheelchair lifts. Each trainset is assigned a CEM car at the end, as it has the latest crash energy absorption technology. Due to platform lengths, the S Line consists of 1 locomotive and 7 passenger cars, and the north has 1 locomotive and up to 3 cars. Sound Transit's rail yard is located in Lakewood. In addition, there is an outlying storage yard in Everett. The Lakewood yard can hold up to 72 vehicles, and Everett can store 16 vehicles to the north. Locomotives and cab cars are not assigned to a specific yard but are rotated daily based on availability and maintenance.

Link Light Rail

Each day vehicle maintenance assesses the readiness of each light rail vehicle and provides the list to operations. Operations assign a vehicle to each block based on available ready vehicles. Currently, Sound Transit is in the process of procuring new light rail vehicles for expansion. Four new vehicles have been delivered, and no restrictions are preventing them from operating on the Link Line 1, alongside the 49 Kinkisharyo light rail vehicles and 48 Siemens in service (purchased 2006-2008 and 2011). Currently, there is only one light rail line, and it is classified as both a minority and low-income route. As such, it is not possible to compare vehicles assigned to minority or low-income to those assigned to non-minority or non-low-income routes

Tacoma Link

Each day vehicle maintenance assesses the readiness of each vehicle and provides the list to operations. Operations assigns a vehicle based on available ready vehicles. The fleet consists of three 2001 Skoda vehicles, all with the same specifications and amenities. Sound Transit is in the process of procuring five new vehicles from Brookeville Equipment Corporation for the extension of the line. These new vehicles have yet to be placed in service, but there are no restrictions preventing them from operating over the entire Tacoma Link line. Currently there is only one streetcar line (Tacoma Link), and it is classified as both a minority and low-income route. As such, it is not possible to compare vehicles assigned to minority or low-income to those assigned to non-minority or non-low-income routes.

Conclusion & Next Steps

This analysis has highlighted areas of Sound Transit service where scheduled service levels and service performance exhibited a disparate impact or disproportionate burden in 2021. Through the disparate impact analysis process, it was determined that routes serving minority populations greater than the district average did not perform as well in the following categories:

Express Bus

- On-time performance
- Percent of trips operated
- Complaints
- Saturday and Sunday span
- Base and reduced frequency
- Elevator uptime
- Bike cage/locker distribution

Commuter Rail

- Bike rack distribution
- Bike cage/locker distribution
- Seating distribution

Light Rail

- Shelter distribution
- Seating distribution

Tacoma Link

- None

Additionally, the disproportionate burden analysis determined routes serving low-income populations greater than the district average did not perform as well in the following categories:

Express Bus

- On-time performance
- Percent of trips operated
- Complaints
- Weekday span
- Peak and base frequency
- Shelter distribution

Commuter Rail

- None

Light Rail

- Elevator uptime
- Escalator uptime
- Bike Cage/locker distribution
- Shelter distribution
- Seating distribution

Tacoma Link

- None

Mitigation strategies will focus on near-future improvements (schedule adjustments, changes in vehicle allocation, trip additions, bus assignments) as well as medium term capital projects. As new high-capacity transit lines are implemented, dedicated rights-of-way will provide some relief around the region's congested highway system. The ST Express network will evolve to connect to new high-capacity transit stations, increasing access to the benefits of enhanced reliability.

Sound Transit adopts an updated Service Plan annually, which sets service levels and approves changes to service consistent with the agency's annual budget. Changes to service occur in March and September each year, with a six-month lead-time required to finalize schedules in order to provide operating partners sufficient time to plan staffing assignments and publish printed materials. The next opportunity to make changes to scheduled service will occur with the March 2023 service change. The 2023 Service Plan Is currently in development in coordination with the agency's 2023

Budget. The plan will establish priorities for service restoration and improvements to mitigate findings in this report when operator staffing level allow additional service.

Beyond the short-term, Sound Transit is in the midst of a $54B bus rapid transit and rail expansion program which will greatly enhance the capacity, speed and reliability of regional transit options. Link light rail will reach Federal Way in South King County around 2024 and Tacoma in Pierce County around 2032. BRT in South King County will also be implemented around 2026. Reliable service in a dedicated right-of-way will help address the lower performance of service in South King and Pierce counties identified in this report and improve access to high-capacity transit in low-income and minority communities.

With the anticipated expansion of service, Sound Transit is developing and implementing protocols to ensure ongoing monitoring and mitigations as part of the agency's normal course of business. The Office of Civil Rights, Equity & Inclusion is responsible for Title VI oversight, the Operations team is responsible for operational oversight and data collection, and the Service Planning team is responsible for the agency's service planning and analysis. These three groups work together on a frequent basis to ensure the agency is assessing service monitoring frequently.

Sound Transit will make a good faith effort to mitigate or reduce the adverse effects of any disparate impact on minorities or a disproportionate burden on low-income individuals through the following actions:

- Inclusion of Title VI service monitoring and mitigation discussion to regularly scheduled partner Operations Business Review meetings.
- Development of a plan to restore service and implement service improvements adopted in the 2022 Service Plan.
- Continued expansion of high-capacity transit to low-income and minority communities in the service area.

Sound Transit will also advance specific tasks associated with how the data and information that informs service monitoring is collected, analyzed, tracked, and reported through:

- Adopting a Disparate Impact/Disproportionate Burden (DIDB) policy more appropriate for Sound Transit's service area and better reflecting the agency's growth since the policies were first adopted in 2013.
- Standardizing definitions, data collection, and data collection methodology across partners and operators.
- Refining guidelines across modes, partners, and the service area.
- Expanding amenity database and condition tracking.
- Restoring service at March and September service changes as new operators are added.

Appendix A: Disparate Impact Analysis

Disparate Impact Analysis	Target	Minority Routes	Non-Minority Routes	Difference	Disp. Impact
Express Bus					
On-Time Performance	85.0%	82.6%	91.7%	**-9.1%**	**Yes**
Trips Operated	99.8%	99.0%	100%	**-0.7%**	**Yes**
Customer Complaints per 100k ons	15	19.5	18.8	**0.7**	**Yes**
Passenger Overcrowding Rate	0.0%	0.0%	0.0%	**0.0%**	**No**
Weekday Span (hours)	Variable	15.8	11.7	**4.0**	**No**
Saturday Span (hours)	Variable	18.6	19.3	**-0.6**	**Yes**
Sunday Span (hours)	Variable	18.4	19.8	**-1.4**	**Yes**
Peak Headway (minutes)	30	18.4	18.7	**-0.3**	**No**
Base Headway (minutes)	60	31.1	26.1	**5.0**	**Yes**
Reduced Headway (minutes)	60	33.46	24.45	**9.0**	**Yes**
Service Availability	N/A	1.01	0.99	**0.02**	**No**
Elevator Uptime	97%	99.24%	99.38%	**-0.1%**	**Yes**
Bike Rack Distribution	N/A	64%	60%	**4%**	**No**
Bike Cage/locker Distribution	N/A	64%	70%	**-6%**	**Yes**
Shelter Distribution	1 per bay	100%	90%	**10%**	**No**
Seating Distribution	3 ft per pay	91%	90%	**1%**	**No**
Commuter Rail					
On-Time Performance	95.0%	96.4%	96.8%	**0.4%**	**No**
Trips Operated	99.5%	99.6%	97.7%	**1.9%**	**No**
Customer Complaints per 100k ons	15.0	24.9	123.2	**-98.3**	**No**
Passenger Overcrowding Rate	0.0%	0.0%	0.0%	**0.0%**	**No**
Weekday Span (hours)	N/A	9.5	3.6	**5.9**	**No**
Saturday Span (hours)	N/A	N/A	N/A	**N/A**	**N/A**
Sunday Span (hours)	N/A	N/A	N/A	**N/A**	**N/A**
Peak Headway (minutes)	N/A	22.8	60.0	**-37.2**	**No**
Base Headway (minutes)	N/A	49.2	N/A	**N/A**	**N/A**
Reduced Headway (minutes)	N/A	N/A	N/A	**N/A**	**N/A**
Service Availability	N/A	1.06	0.96	**0.10**	**No**
Elevator Uptime	97%	99.67%	98.91%	**0.76%**	**No**
Bike Rack Distribution	N/A	50%	100%	**-50%**	**Yes**
Bike Cage/locker Distribution	N/A	67%	100%	**-33%**	**Yes**
Shelter Distribution	Varies	50%	17%	**33%**	**No**
Seating Distribution	Varies	33%	33%	**0%**	**No**

Disparate Impact Analysis	Target	Minority Routes	Non-Minority Routes	Difference	Disp. Impact
Light Rail					
On-Time Performance	90.0%	88.4%	N/A	**N/A**	**N/A**
Trips Operated	99.8%	99.3%	N/A	**N/A**	**N/A**
Customer Complaints per 100k ons	15	6.0	N/A	**N/A**	**N/A**
Passenger Overcrowding Rate	0.0%	0.0%	N/A	**N/A**	**N/A**
Weekday Span (hours)	N/A	21.8	N/A	**N/A**	**N/A**
Saturday Span (hours)	N/A	21.8	N/A	**N/A**	**N/A**
Sunday Span (hours)	N/A	19.8	N/A	**N/A**	**N/A**
Peak Headway (minutes)	N/A	7.6	N/A	**N/A**	**N/A**
Base Headway (minutes)	N/A	10.4	N/A	**N/A**	**N/A**
Reduced Headway (minutes)	N/A	11.9	N/A	**N/A**	**N/A**
Service Availability	N/A	1.06	0.95	**0.11**	**No**
Elevator Uptime	97%	98.49%	96.01%	**2.48%**	**No**
Escalator Uptime	95%	91.27%	82.58%	**8.70%**	**No**
Bike Rack Distribution	N/A	79%	20%	**59%**	**No**
Bike Cage/locker Distribution	N/A	71%	20%	**51%**	**No**
Shelter Distribution	Varies	93%	100%	**-7%**	**Yes**
Seating Distribution	Varies	21%	60%	**-39%**	**Yes**
Tacoma Link					
On-Time Performance	98.5%	99.9%	N/A	**N/A**	**N/A**
Trips Operated	99.8%	99.9%	N/A	**N/A**	**N/A**
Customer Complaints per 100k ons	15.0	1.3	N/A	**N/A**	**N/A**
Passenger Overcrowding Rate	0.0%	0.0%	N/A	**N/A**	**N/A**
Weekday Span (hours)	N/A	22.4	N/A	**N/A**	**N/A**
Saturday Span (hours)	N/A	14.6	N/A	**N/A**	**N/A**
Sunday Span (hours)	N/A	8.4	N/A	**N/A**	**N/A**
Peak Headway (minutes)	N/A	12.0	N/A	**N/A**	**N/A**
Base Headway (minutes)	N/A	12.4	N/A	**N/A**	**N/A**
Reduced Headway (minutes)	N/A	24.1	N/A	**N/A**	**N/A**
Service Availability	N/A	1.02	0.99	**0.03**	**No**
Bike Rack Distribution	N/A	0%	0%	**0%**	**No**
Bike Cage/locker Distribution	N/A	0%	0%	**0%**	**No**
Shelter Distribution	Varies	100%	100%	**0%**	**No**
Seating Distribution	Varies	100%	100%	**0%**	**No**

Table 38: Disparate Impact Analysis Summary

Appendix B: Disproportionate Burden Analysis

Disproportionate Burden Analysis	Target	Low Income Routes	Non-Low Income Routes	Difference	Disp. Impact
Express Bus					
On-Time Performance	85.0%	83.7%	89.5%	**-5.8%**	**Yes**
Trips Operated	99.8%	98.8%	99.7%	**-0.9%**	**Yes**
Customer Complaints per 100k ons	15	22.3	16.2	**6.1**	**Yes**
Passenger Overcrowding Rate	0.0%	0.0%	0.0%	**0.0%**	**No**
Weekday Span (hours)	Variable	13.4	14.9	**-1.5**	**Yes**
Saturday Span (hours)	Variable	19.6	18.0	**1.6**	**No**
Sunday Span (hours)	Variable	19.0	17.8	**1.2**	**No**
Peak Headway (minutes)	30	21.1	16.2	**4.9**	**Yes**
Base Headway (minutes)	60	32.2	25.6	**6.6**	**Yes**
Reduced Headway (minutes)	60	27.5	31.0	**-3.6**	**No**
Service Availability	N/A	1.04	0.99	**0.05**	**No**
Elevator Uptime	97%	99.4%	99.1%	**0.3%**	**No**
Bike Rack Distribution	N/A	78%	50%	**28%**	**No**
Bike Cage/locker Distribution	N/A	78%	58%	**20%**	**No**
Shelter Distribution	1 per bay	89%	100%	**-11%**	**Yes**
Seating Distribution	3 ft per pay	78%	100%	**-22%**	**Yes**
Commuter Rail					
On-Time Performance	95.0%	96.6%	N/A	**N/A**	**N/A**
Trips Operated	99.5%	99.2%	N/A	**N/A**	**N/A**
Customer Complaints per 100k ons	15.0	29.3	N/A	**N/A**	**N/A**
Passenger Overcrowding Rate	0.0%	0.0%	N/A	**N/A**	**N/A**
Weekday Span (hours)	N/A	6.5	N/A	**N/A**	**N/A**
Saturday Span (hours)	N/A	N/A	N/A	**N/A**	**N/A**
Sunday Span (hours)	N/A	N/A	N/A	**N/A**	**N/A**
Peak Headway (minutes)	N/A	41.4	N/A	**N/A**	**N/A**
Base Headway (minutes)	N/A	24.6	N/A	**N/A**	**N/A**
Reduced Headway (minutes)	N/A	N/A	N/A	**N/A**	**N/A**
Service Availability	N/A	1.19	0.97	**0.22**	**No**
Elevator Uptime	97%	99.5%	98.0%	**1.5%**	**No**
Bike Rack Distribution	N/A	83%	67%	**16%**	**No**
Bike Cage/locker Distribution	N/A	100%	67%	**33%**	**No**
Shelter Distribution	Varies	50%	17%	**33%**	**No**
Seating Distribution	Varies	50%	17%	**33%**	**No**

Disproportionate Burden Analysis	Target	Low Income Routes	Non-Low Income Routes	Difference	Disp. Impact
Light Rail					
On-Time Performance	90.0%	88.4%	N/A	**N/A**	**N/A**
Trips Operated	99.8%	99.3%	N/A	**N/A**	**N/A**
Customer Complaints per 100k ons	15	6.0	N/A	**N/A**	**N/A**
Passenger Overcrowding Rate	0.0%	0.0%	N/A	**N/A**	**N/A**
Weekday Span (hours)	N/A	21.8	N/A	**N/A**	**N/A**
Saturday Span (hours)	N/A	21.8	N/A	**N/A**	**N/A**
Sunday Span (hours)	N/A	19.8	N/A	**N/A**	**N/A**
Peak Headway (minutes)	N/A	7.6	N/A	**N/A**	**N/A**
Base Headway (minutes)	N/A	10.4	N/A	**N/A**	**N/A**
Reduced Headway (minutes)	N/A	11.9	N/A	**N/A**	**N/A**
Service Availability	N/A	1.16	0.97	**0.19**	**No**
Elevator Uptime	97%	97.5%	98.8%	**-1.3%**	**Yes**
Escalator Uptime	95%	84.1%	97.8%	**-14%**	**Yes**
Bike Rack Distribution	N/A	59%	100%	**-41%**	**Yes**
Bike Cage/locker Distribution	N/A	53%	100%	**-47%**	**Yes**
Shelter Distribution	Varies	94%	100%	**-6%**	**Yes**
Seating Distribution	Varies	35%	0%	**35%**	**No**
Tacoma Link					
On-Time Performance	98.5%	99.9%	N/A	**N/A**	**N/A**
Trips Operated	99.8%	99.9%	N/A	**N/A**	**N/A**
Customer Complaints per 100k ons	15.0	1.3	N/A	**N/A**	**N/A**
Passenger Overcrowding Rate	0.0%	0.0%	N/A	**N/A**	**N/A**
Weekday Span (hours)	N/A	22.4	N/A	**N/A**	**N/A**
Saturday Span (hours)	N/A	14.6	N/A	**N/A**	**N/A**
Sunday Span (hours)	N/A	8.4	N/A	**N/A**	**N/A**
Peak Headway (minutes)	N/A	12.0	N/A	**N/A**	**N/A**
Base Headway (minutes)	N/A	12.4	N/A	**N/A**	**N/A**
Reduced Headway (minutes)	N/A	24.1	N/A	**N/A**	**N/A**
Service Availability	N/A	1.40	0.93	**0.47**	**No**
Bike Rack Distribution	N/A	0%	N/A	**N/A**	**N/A**
Bike Cage/locker Distribution	N/A	0%	N/A	**N/A**	**N/A**
Shelter Distribution	Varies	100%	N/A	**N/A**	**N/A**
Seating Distribution	Varies	100%	N/A	**N/A**	**N/A**

Table 39: Disproportionate Burden Analysis Summary

Appendix C: Changes in Service Delivery

Changes in service delivery between 2018 and 2021 are described in this section.

Route	Actual Annual Platform Hours		Difference	Minority	Low Income
	2018	2021	2018-2021		
Express Bus	**780,900**	**682,899**	**-98,001**		
510	19,600	15,376	-4,224		Yes
511	18,660	12,137	-6,523		
512	58,444	63,883	5,439		Yes
513	10,851	5,593	-5,258		
522	56,213	57,614	1,401		
532	17,433	10,456	-6,977		
535	25,029	18,418	-6,611		
540	8,556	0	-8,556	---	---
541	10,876	0	-10,876	---	---
542	22,527	27,180	4,653	Yes	
545	80,285	69,948	-10,337	Yes	
550	57,597	57,194	-403	Yes	
554	41,503	42,650	1,147	Yes	
555	7,232	0	-7,232	---	---
556	9,268	1,977	-7,291	Yes	
560	38,479	41,932	3,453	Yes	Yes
566	32,183	24,731	-7,452	Yes	Yes
567	12,627	0	-12,627	---	---
574	44,007	47,905	3,898	Yes	Yes
577	23,750	22,534	-1,216	Yes	Yes
578	34,663	41,672	7,009	Yes	Yes
580	6,685	3,025	-3,660		Yes
586	11,437	9,409	-2,028	Yes	Yes
590	49,223	33,818	-15,405	Yes	Yes
592	23,440	16,305	-7,135	Yes	Yes
594	48,744	51,204	2,460	Yes	Yes
595	7,470	4,245	-3,225		Yes
596	4,118	3,694	-424		
Commuter Rail	**79,141**	**55,893**	**-23,248**		
Sounder - North	7,109	3,512	-3,597		Yes
Sounder - South	72,032	52,381	-19,651	Yes	Yes
Light Rail	**281,813**	**314,418**	**23,153**		
Link Line 1	281,813	304,966	23,153	Yes	Yes
Streetcar	**9,848**	**9,452**	**-396**		
Tacoma Link	9,848	9,452	-396	Yes	Yes

Table 40: Changes in Service Delivery

The following are observations about changes in service delivery from 2018 to 2021 based on Table 40 on the previous page:

- Sounder-North saw a decrease 3,600 annual vehicle platform hours due to service reductions associated with the COVID-19 pandemic
- Sounder South saw an increase of 19,651 annual vehicle platform hours with the addition of new trips and vehicles added in 2017. However, the number of hours was reduced in 2020 and continued to decrease in 2021 as a result of the COVID-19 pandemic service reductions and continued related challenges.
- The Northgate Link extension opened in late 2021, resulting in an increase in 23,000 vehicle platform hours for the light rail in 2021.
- Tacoma Link growth was flat.

2019			2020			2021			2022 Proposed			2022 Actual Forecast		
KCM	CT	PT	KCM	CT	PT	KCM	CT	PT	KCM	CT	PT	KCM	CT	PT
305,097	157,291	352,143	258,667	146,335	309,624	256,562	125,926	300,610	266,269	115,920	333,747	277,918	134,963	265,071

Table 41: ST Express Changes in Platform Hours 2020-2022

Table 41 above summarizes platform hour distribution from 2020 to 2022 for ST Express. The reduction in platform hours is largely attributed to the Covid-19 pandemic and regional workforce constraints that impeded the delivery of predictable service to Sound Transit passengers.

- 98,000 platform hours were removed from ST Express service. These hours were removed due to service level reductions associated with the COVID-19 pandemic and the ongoing challenge with workforce staffing.
  - 63,000 platform hours were removed from Snohomish County routes (510, 511, 512, 513, 532, 535) because of service reductions associated with the COVID-19 pandemic.
  - 39,000 platform hours were removed from east King County routes (540, 541, 542, 545, 550, 554, 555, 556) because of service reductions associated with the COVID-19 pandemic.
  - 18,000 platform hours were removed from South King County routes (560, 566, 567, 577) because of service reductions associated with the COVID-19 pandemic.
  - 42,519 platform hours removed Pierce County routes (574, 578, 580, 586, 590, 592, 594, 595, and 596) because of service reductions associated with the COVID-19 pandemic.
  - 35,539 platform hours removed Pierce County routes (574, 578, 580, 586, 590, 592, 594, 595, and 596) because of service reductions associated with the workforce shortage

Appendix D: 2021 Passenger Overcrowding Rate by Route

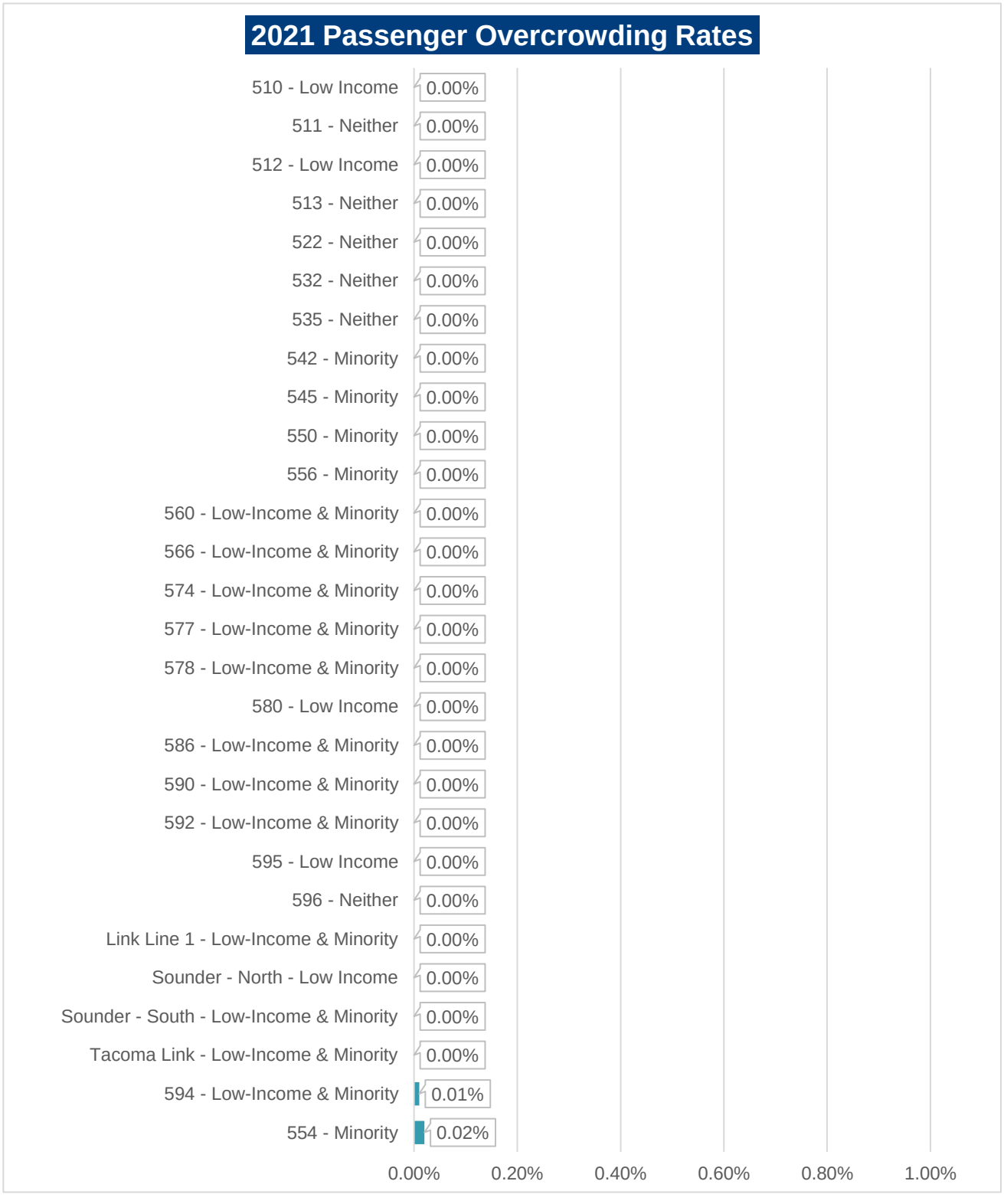


Figure 11: Passenger Overcrowding Rate for all Routes

Appendix E: 2021 On-Time Performance by Route

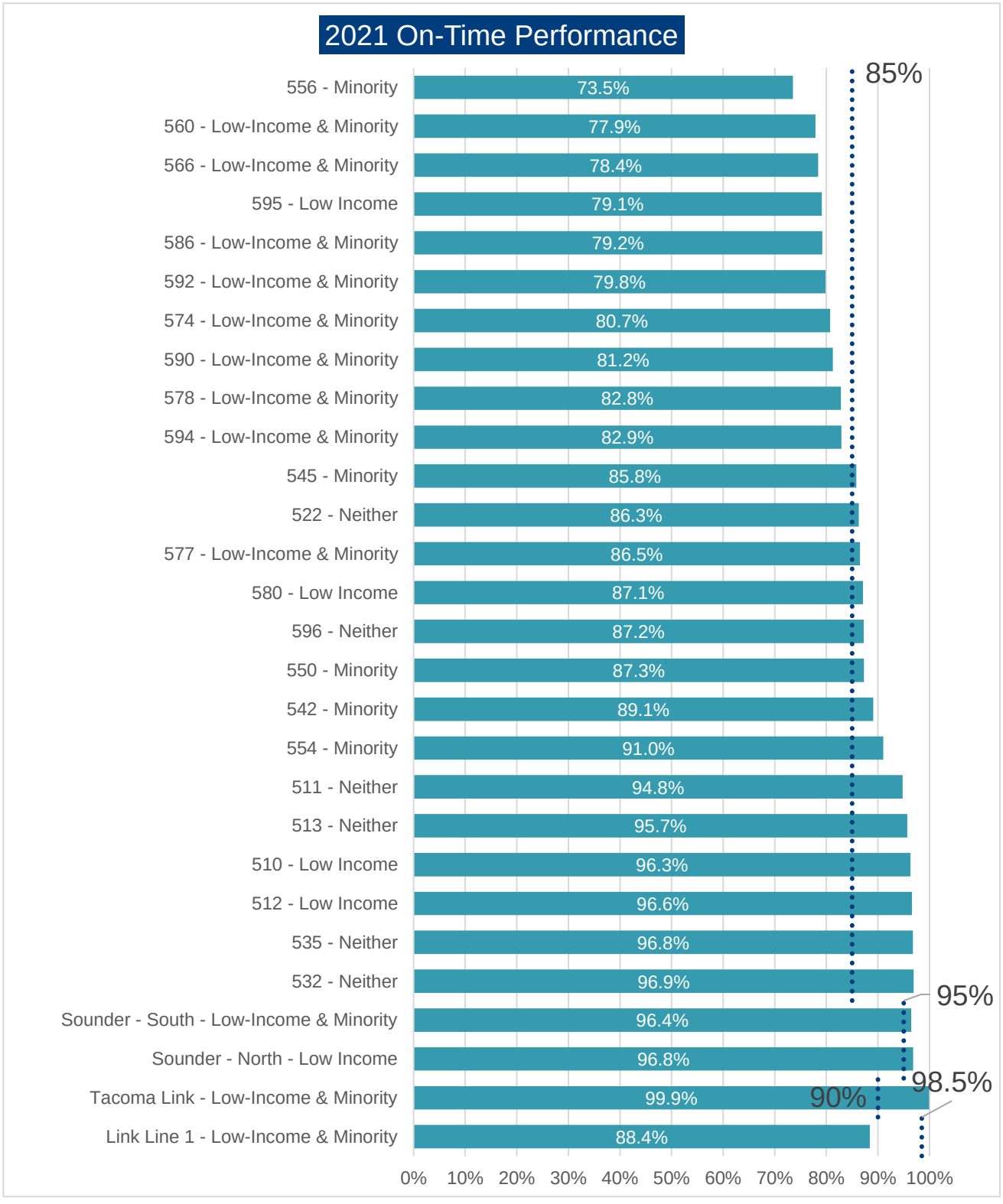


Figure 12: On-Time Performance for all Routes

Appendix F: 2021 Customer Complaints by Route

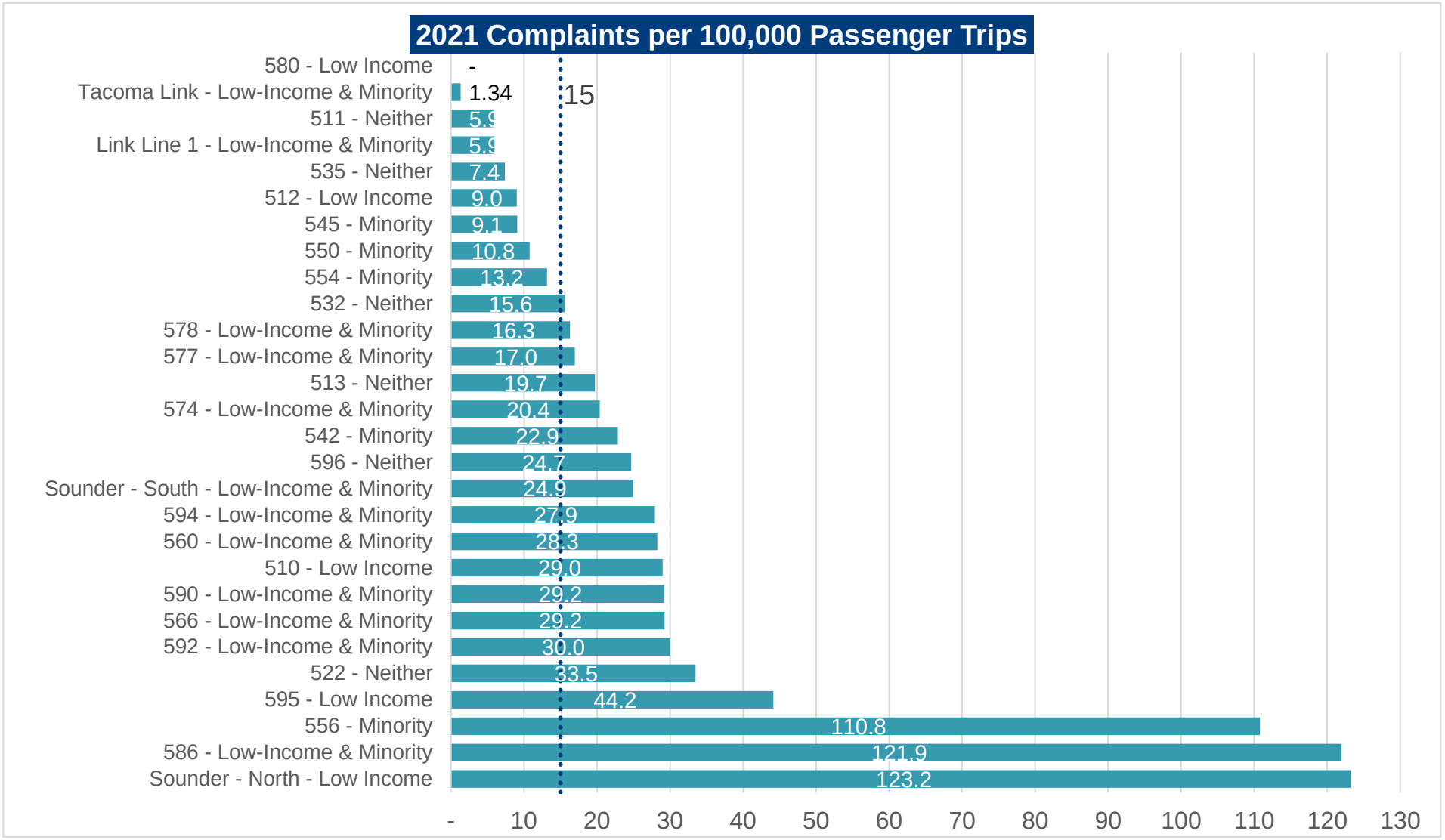


Figure 13: Customer Complaints by Route

Appendix G: 2021 Trips Operated as Scheduled by Route

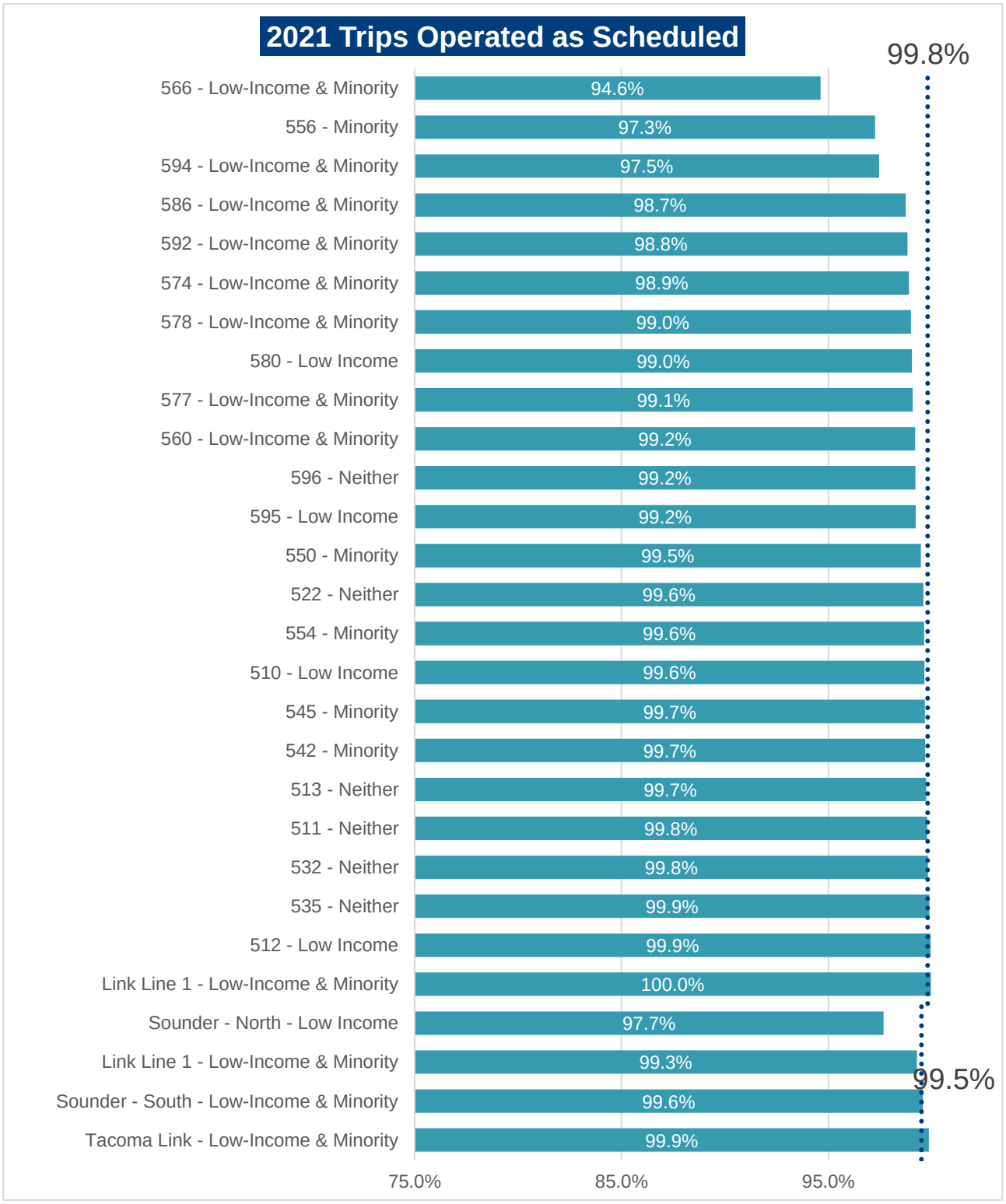

2021 Trips Operated as Scheduled
99.8%
99.5%
566 - Low-Income & Minority 94.6%
556 - Minority 97.3%
594 - Low-Income & Minority 97.5%
586 - Low-Income & Minority 98.7%
592 - Low-Income & Minority 98.8%
574 - Low-Income & Minority 98.9%
578 - Low-Income & Minority 99.0%
580 - Low Income 99.0%
577 - Low-Income & Minority 99.1%
560 - Low-Income & Minority 99.2%
596 - Neither 99.2%
595 - Low Income 99.2%
550 - Minority 99.5%
522 - Neither 99.6%
554 - Minority 99.6%
510 - Low Income 99.6%
545 - Minority 99.7%
542 - Minority 99.7%
513 - Neither 99.7%
511 - Neither 99.8%
532 - Neither 99.8%
535 - Neither 99.9%
512 - Low Income 99.9%
Link Line 1 - Low-Income & Minority 100.0%
Sounder - North - Low Income 97.7%
Link Line 1 - Low-Income & Minority 99.3%
Sounder - South - Low-Income & Minority 99.6%
Tacoma Link - Low-Income & Minority 99.9%
75.0%
85.0%
95.0%

Figure 14: Trips Operated as Scheduled by Route

Appendix H: 2021 Span of Service by Day Type by Route

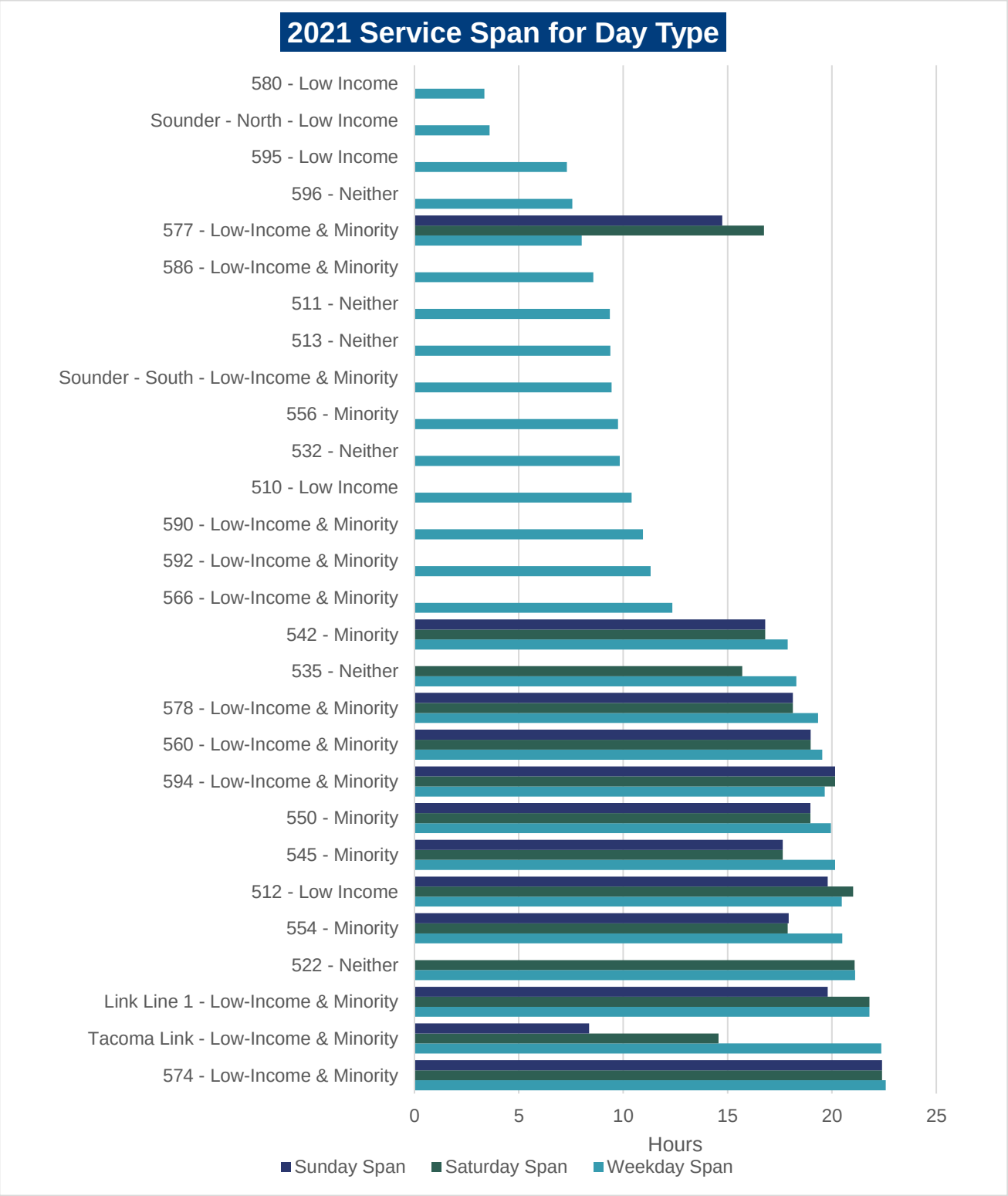


Figure 15: Service Hours by Day Type

Appendix I: 2021 Average Headway by Route

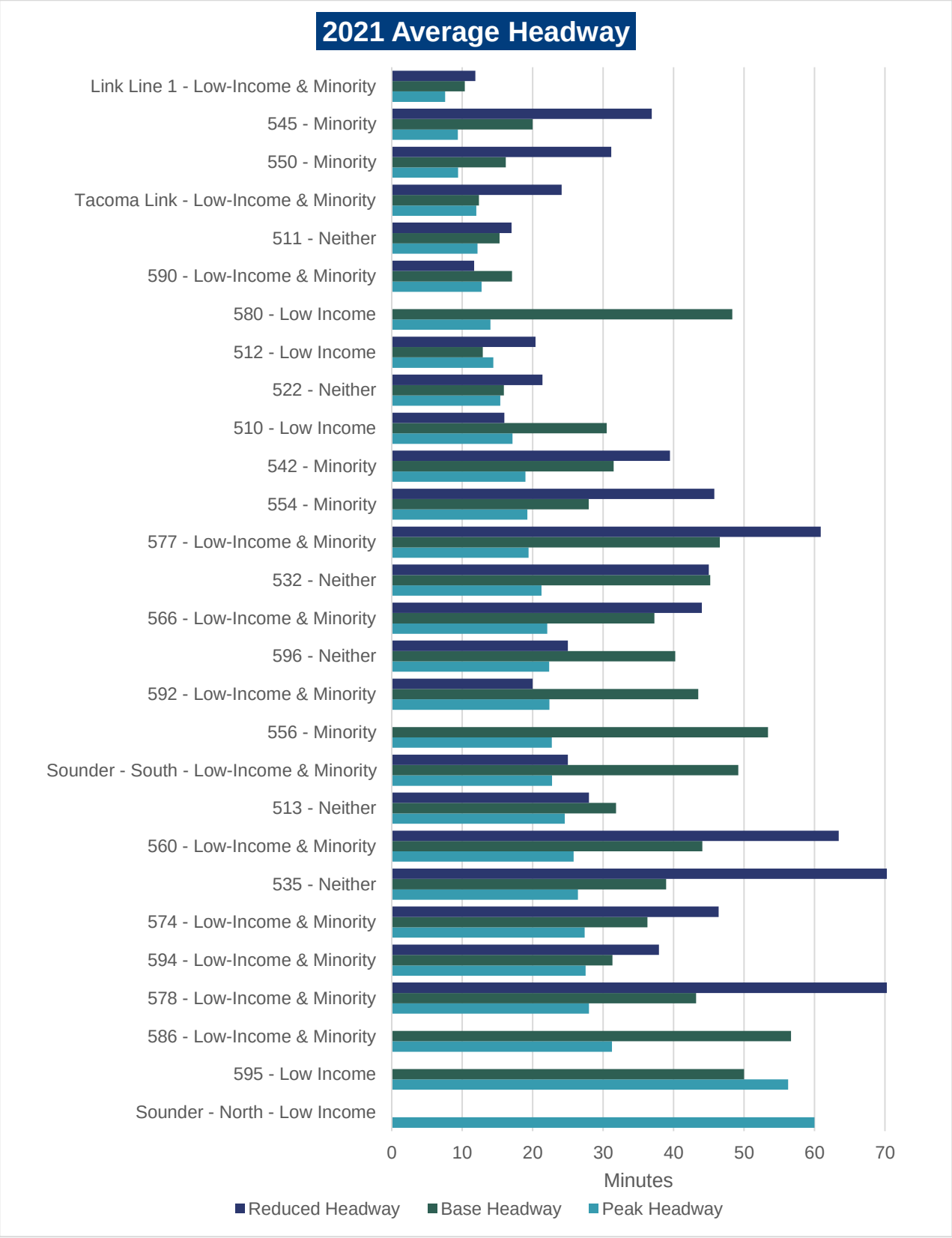


Figure 16: Average Headway by Route

Appendix J: Sound Transit Stops

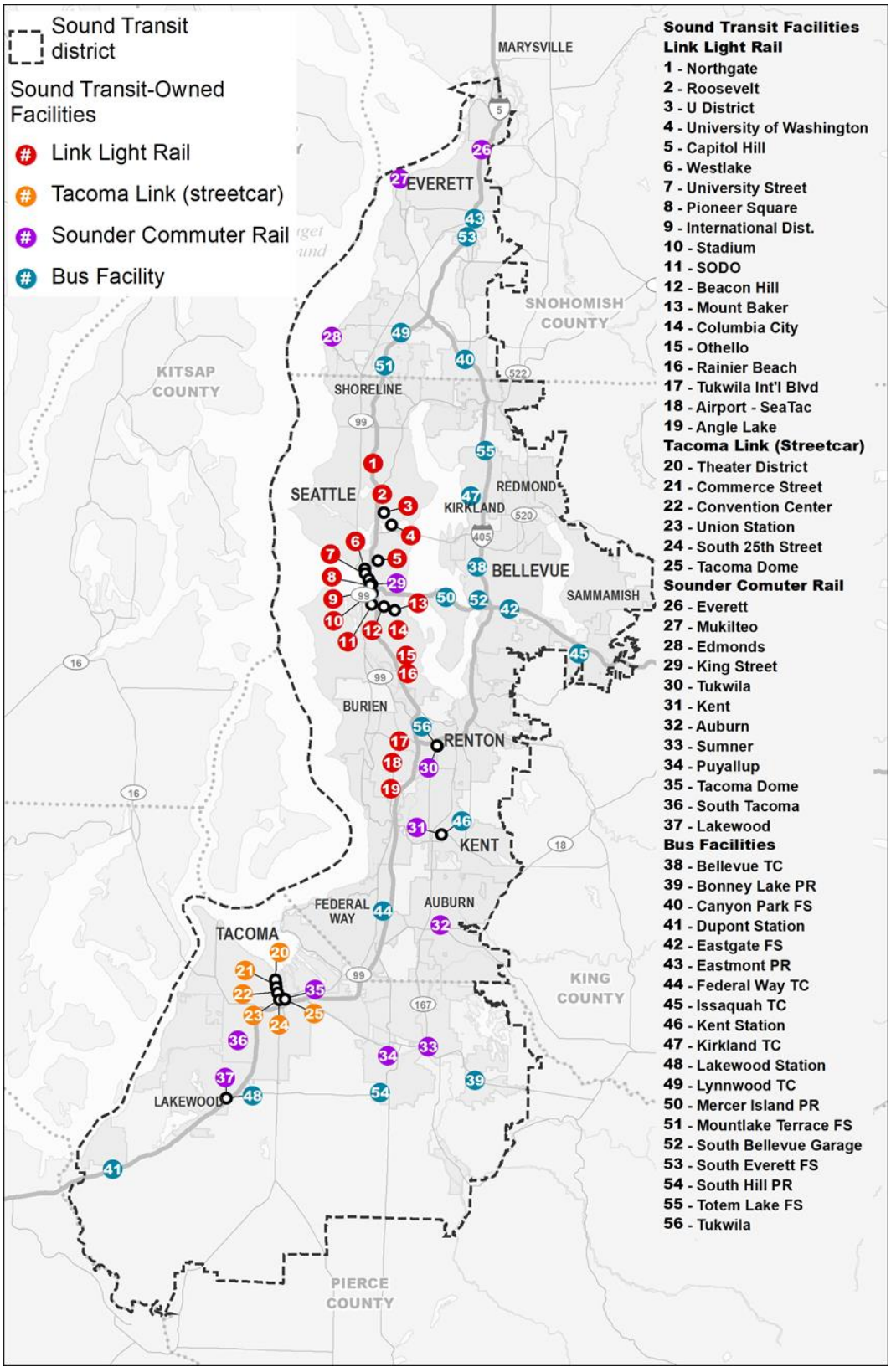


Figure 17: Stop Locations

Appendix K: 2021 Conveyance Report

Station	Minority	Low-income	Light Rail	Commuter Rail	ST Express	Average Uptime	Meeting 97% Target
Angle Lake Garage	Yes	No	Yes		Yes	98.7%	Yes
Auburn Station	No	Yes		Yes	Yes	99.2%	Yes
Beacon Hill Station	Yes	Yes	Yes			95.8%	No
Canyon Park FS	Yes	No			Yes	99.5%	Yes
Capitol Hill Station	No	Yes	Yes			98.7%	Yes
Everett Station	No	Yes		Yes	Yes	99.5%	Yes
Federal Way TC	Yes	Yes			Yes	99.6%	Yes
International District/ Chinatown Station	Yes	Yes	Yes			98.6%	Yes
Issaquah TC	No	Yes			Yes	99.0%	Yes
Kent Station	Yes	Yes		Yes	Yes	99.3%	Yes
King Street Station	Yes	Yes		Yes		99.9%	Yes
Lakewood Station	Yes	Yes		Yes		99.9%	Yes
Mount Baker Station	Yes	Yes	Yes			99.4%	Yes
Mountlake Terrace FS	No	Yes			Yes	99.8%	Yes
Mukilteo Station	No	No		Yes		98.0%	Yes
Northgate Garage	Yes	Yes	Yes		Yes	99.2%	Yes
Northgate Station	Yes	Yes	Yes			99.8%	Yes
Pioneer Square Station	No	Yes	Yes			85.6%	No
Roosevelt Station	No	No	Yes			98.9%	Yes
SeaTac/Airport Station	Yes	Yes	Yes			97.0%	No
Tukwila Int'l Blvd Station	Yes	Yes	Yes			98.9%	Yes
U District Station	Yes	Yes	Yes			98.9%	Yes
University St. Station	No	Yes	Yes			100.0%	Yes
UW Station	Yes	Yes	Yes			98.8%	Yes
Westlake Station	No	Yes	Yes			96.8%	No

Table 42: Elevators by Station

Station	Minority	Low-income	Average Uptime	Meeting 95% Target
UW Station	Yes	Yes	98.42%	Yes
Capitol Hill Station	No	Yes	98.03%	Yes
Westlake Station	No	Yes	56.18%	No
University St. Station	No	Yes	100.00%	Yes
Pioneer Square Station	No	Yes	44.87%	No
International District/Chinatown Station	Yes	Yes	68.44%	No
Northgate Station	No	No	97.57%	Yes
Mount Baker Station	Yes	Yes	95.01%	Yes
Tukwila Int'l Blvd Station	Yes	Yes	94.44%	No
SeaTac/Airport Station	Yes	Yes	87.47%	No
Angel Lake Station	Yes	No	96.97%	Yes
Roosevelt Station	No	No	98.80%	Yes
U District Station	Yes	Yes	98.16%	Yes

Table 43: Escalators by Station

Appendix L: 2021 Bike Rack and Cage Distribution Tables

Location	Type	Minority	Low-income	Light Rail	Streetcar	Commuter Rail	ST Express	Bike Racks	Bike Cages/ Lockers
Angle Lake Station	Elevated fixed guideway station	Yes	No	Yes				Yes	Yes
Auburn Station	At grade fixed guideway station	No	Yes			Yes		Yes	Yes
Beacon Hill Station	underground fixed guideway station	Yes	Yes	Yes				Yes	Yes
Bellevue TC	Bus transfer center	Yes	No				Yes		
Bonney Lake P&R	Surface parking lot	No	No				Yes	Yes	Yes
Canyon Park Ped. Bridge	Bus transfer center	Yes	No				Yes		
Capitol Hill	underground fixed guideway station	No	Yes	Yes					
Columbia City Station	Exclusive Platform Station	Yes	Yes	Yes				Yes	Yes
DSTT-International District	Underground fixed guideway station	Yes	Yes	Yes					
DSTT-Pioneer Square	Underground fixed guideway station	No	Yes	Yes					
DSTT-University St	Underground fixed guideway station	No	Yes	Yes					
DSTT-Westlake	Underground fixed guideway station	No	Yes	Yes					
DuPont Station	Bus transfer center	No	No				Yes	Yes	Yes
Eastgate Freeway Station	Bus transfer center	Yes	No				Yes		
Eastmont	Surface parking lot	No	No				Yes		
Edmonds Station (temporary Sounder commuter rail)	Exclusive platform station	No	No			Yes		Yes	Yes
Everett Station	At grade fixed guideway station	No	Yes			Yes		Yes	Yes
Federal Way TC	Bus transfer center	Yes	Yes				Yes	Yes	Yes
Issaquah TC	Bus transfer center	No	Yes				Yes	Yes	Yes
Kent Station - Sounder	At grade fixed guideway station	Yes	Yes			Yes		Yes	Yes
Kent Station - ST Express	Bus transfer center	Yes	Yes				Yes	Yes	Yes
King Street Station	At grade fixed guideway station	Yes	Yes			Yes			
Kirkland Transit Center	Simple at-grade platform station	No	No				Yes		Yes

Location	Type	Minority	Low-income	Light Rail	Streetcar	Commuter Rail	ST Express	Bike Racks	Bike Cages/ Lockers
Lakewood Station - bus Bays	At grade fixed guideway station	Yes	Yes				Yes		Yes
Lakewood Station - Platform	At grade fixed guideway station	Yes	Yes			Yes			Yes
Lynnwood TC	Bus transfer center	Yes	Yes				Yes	Yes	
Mercer Island P & R	Bus transfer center	No	No				Yes	Yes	Yes
Mountlake Terrace Freeway Station	Exclusive Platform Station	No	Yes				Yes		
Mt. Baker Station	Elevated fixed guideway station	Yes	Yes	Yes				Yes	Yes
Mukilteo	At grade fixed guideway station	No	No			Yes		Yes	Yes
Northgate Station	Elevated fixed guideway station	Yes	Yes	Yes					Yes
Othello Station	Exclusive Platform Station	Yes	Yes	Yes				Yes	Yes
Puyallup Station	Exclusive Platform Station	No	Yes			Yes	Yes	Yes	Yes
Rainier Beach Station	Exclusive Platform Station	Yes	Yes	Yes				Yes	Yes
Roosevelt	underground fixed guideway station	No	No	Yes				Yes	Yes
SeaTac Airport Station	Elevated fixed guideway station	Yes	Yes	Yes				Yes	Yes
Sodo Station	Exclusive Platform Station	Yes		Yes				Yes	Yes
South Everett Freeway Station	Bus transfer center	Yes	Yes				Yes	Yes	Yes
South Hill P&R	Surface Parking lot	No	No				Yes	Yes	Yes
South Tacoma Station	Exclusive Platform Station	Yes	Yes			Yes		Yes	Yes
Stadium Station	Exclusive Platform Station	Yes	Yes	Yes					
Sumner Station	Exclusive Platform Station	No	No			Yes		Yes	Yes
Tacoma Dome Station - South Freighthouse Square Concourse	At grade fixed guideway station	Yes	Yes			Yes			
Tacoma Link Commerce Street Station	Simple at-grade platform station	No	Yes		Yes				
Tacoma Link Convention Center Station	Simple at-grade platform station	No	Yes		Yes				
Tacoma Link South 25th Street Station	Simple at-grade platform station	No	Yes		Yes				
Tacoma Link Station Tacoma Dome	Simple at-grade platform station	Yes	Yes		Yes				
Tacoma Link Union Station	Simple at-grade platform station	No	Yes		Yes				
Tacoma Link Theater District Station	Simple at-grade platform station	No	Yes		Yes				
Totem Lake Freeway Station	Bus transfer center	No	No				Yes		

Location	Type	Minority	Low-income	Light Rail	Streetcar	Commuter Rail	ST Express	Bike Racks	Bike Cages/ Lockers
Tukwila International BLV Station	Elevated fixed guideway station	Yes	Yes	Yes			Yes	Yes	Yes
Tukwila Station - Bus Platform	At grade fixed guideway station	Yes	No				Yes	Yes	Yes
Tukwila Station - Rail Platform	At grade fixed guideway station	Yes	No			Yes		Yes	Yes
U District	Underground fixed guideway station	Yes	Yes	Yes				Yes	
Univ. of WA	Underground fixed guideway station	Yes	Yes	Yes				Yes	
South Bellevue Garage	Parking Structure	Yes	No				Yes	Yes	Yes

Table 44: Bike Rack and Cage Distribution by Station

Appendix M: 2021 Shelter Distribution Map

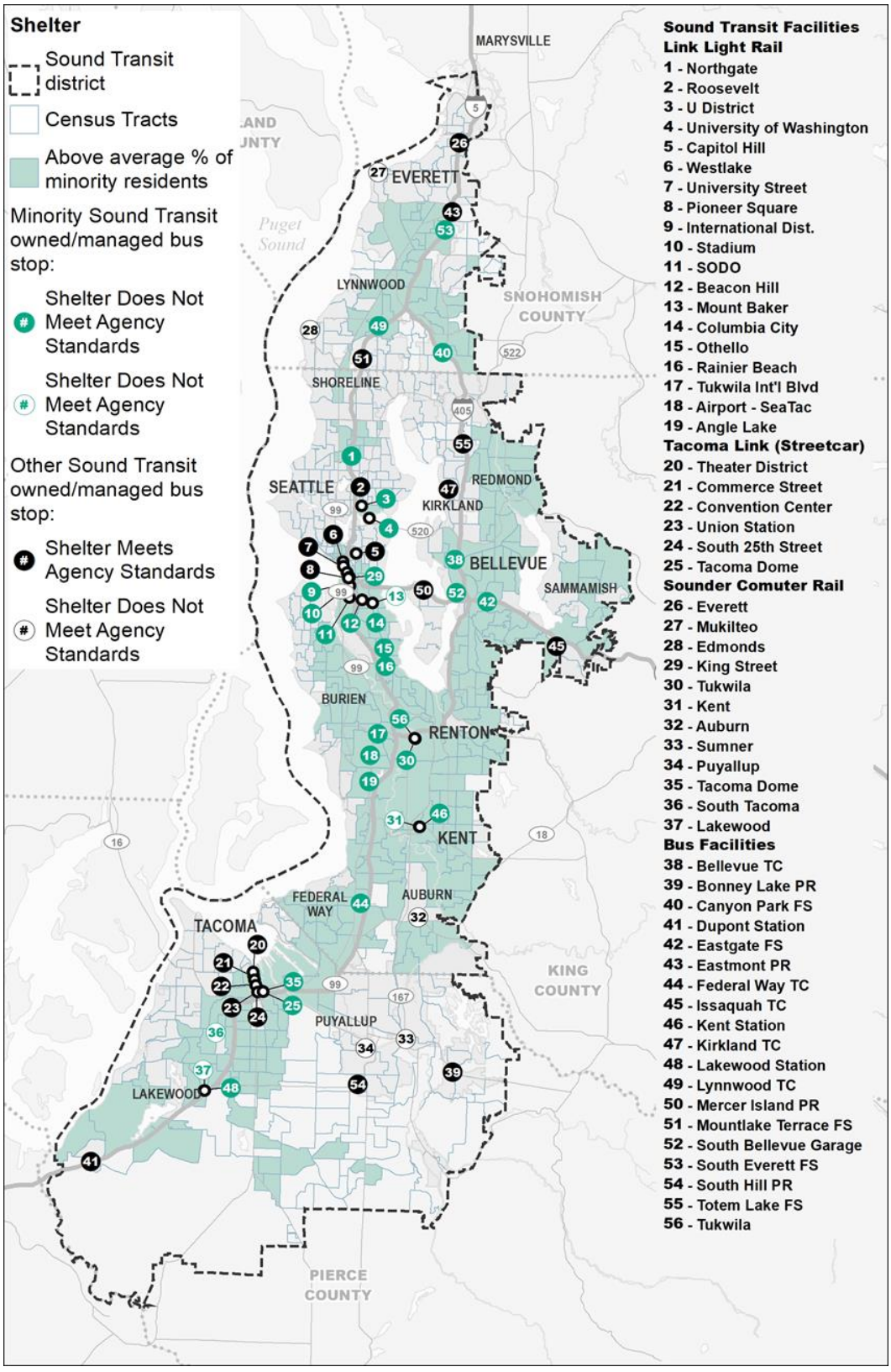


Figure 18: Minority Shelter Distribution Map

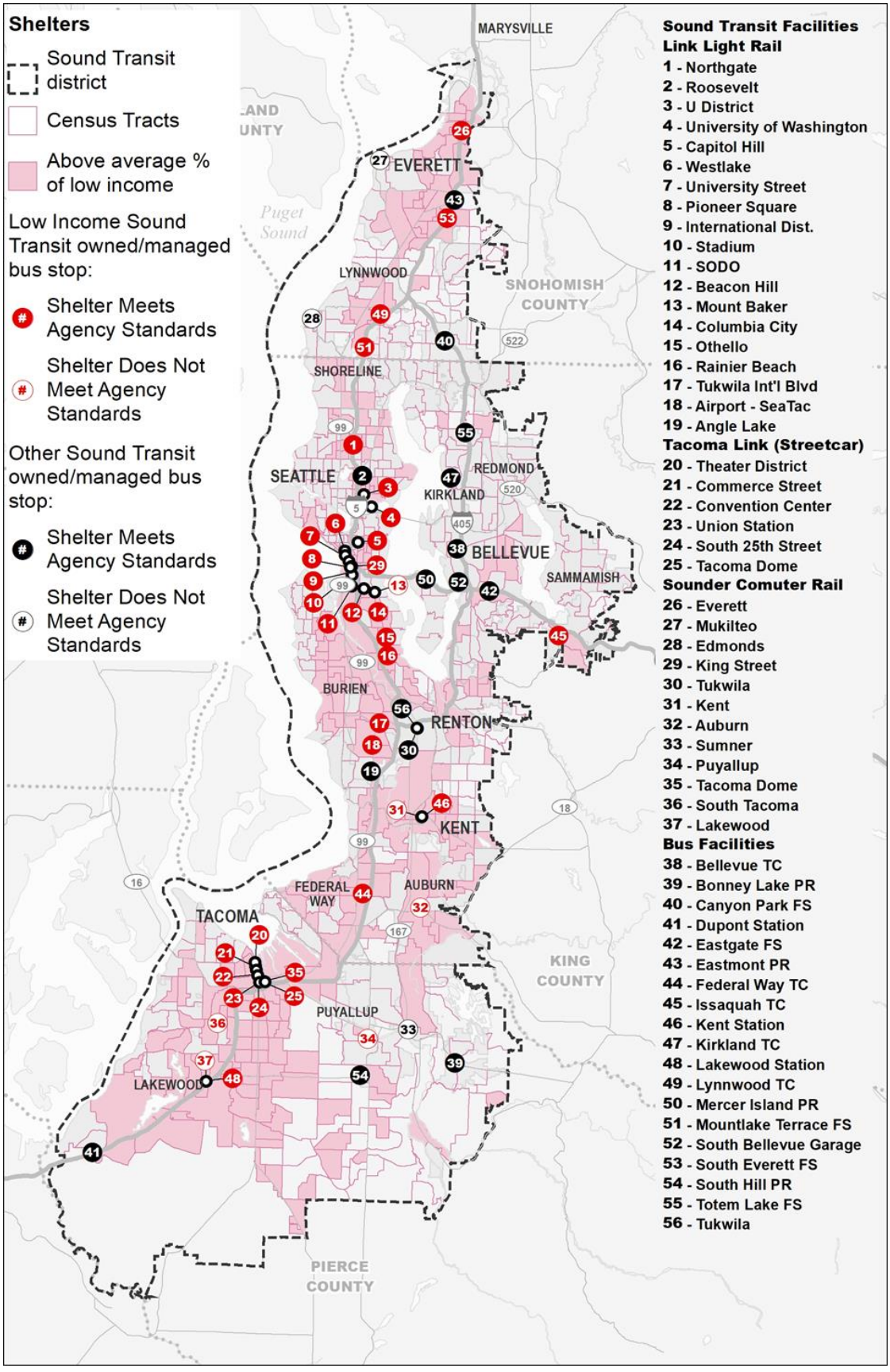


Figure 19: Low-Income Shelter Distribution Map

Appendix N: 2021 Seating/Bench Distribution Maps

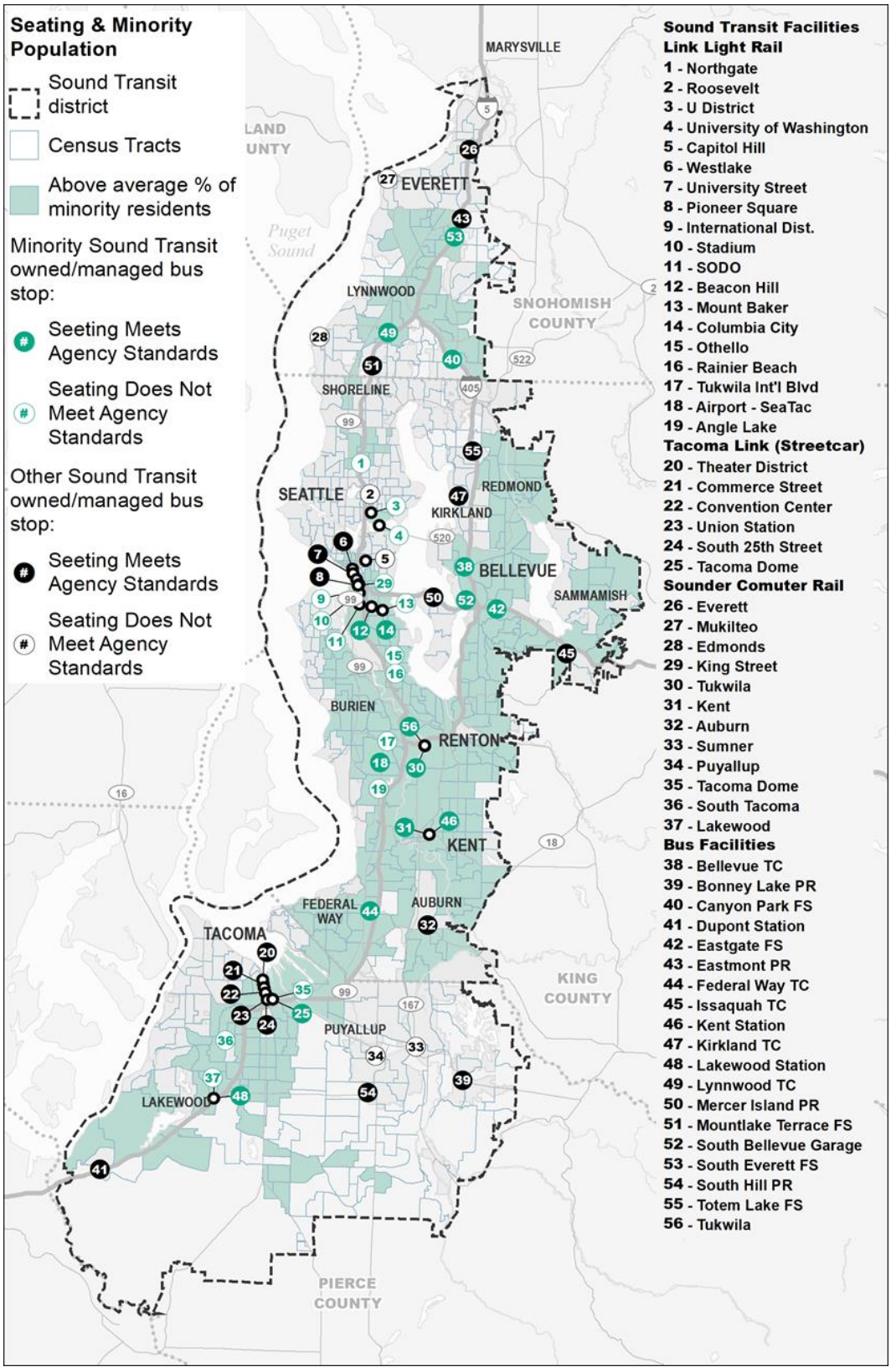


Figure 20: Minority Seating Distribution Map

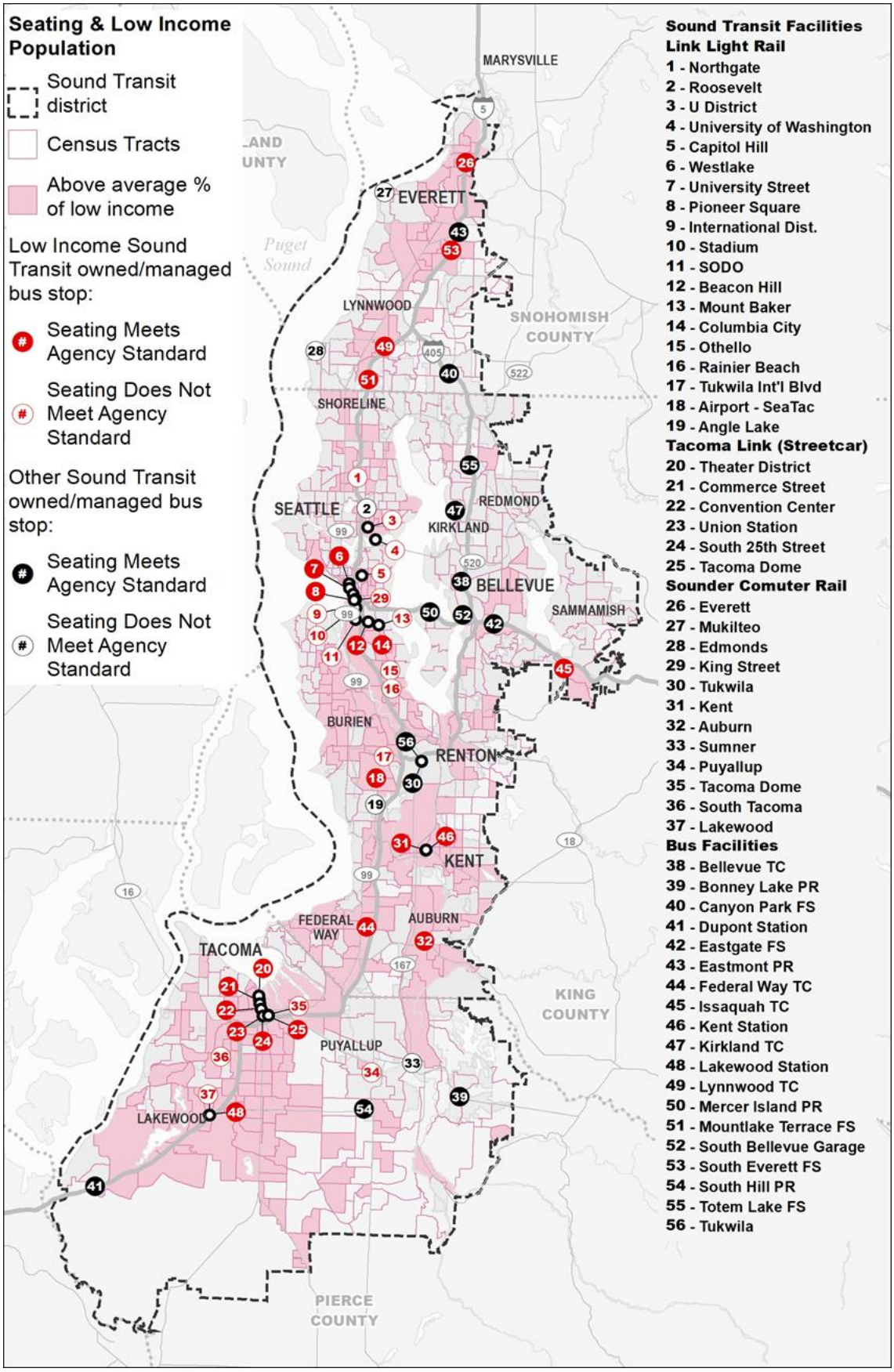


Figure 21: Low-Income Seating Distribution Map

Appendix O: RESOLUTION NOs. R2013-18 and R2013-19

RESOLUTION NOs. R2013-18 and R2013-19
Establishing policies for conducting equity analyses of Major Service Changes and Fare Changes impacting minority and low income populations

MEETING:	DATE:	TYPE OF ACTION:	STAFF CONTACT:	PHONE:
Executive Committee Board	09/05/2013 09/26/2013	Recommend to Board Final Action	Leslie Jones, Diversity Programs Director **Alec Stephens, Diversity Technical Advisor**	206-398-5047 206-398-5019

PROPOSED ACTION

Resolution No. R2013-18: Establishing policies for conducting equity analyses of Major Service Changes impacting minority and low income populations

Resolution No. R2013-19: Establishing policies for conducting equity analyses of Fare Changes impacting minority and low income populations.

KEY FEATURES SUMMARY

- As a recipient of federal financial assistance, primarily from the Federal Transit Administration, Sound Transit must continue to ensure that it complies with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination on the basis of race, color and national origin in any program receiving federal funds.
- The resolutions address how Sound Transit will proceed with major service changes or fare changes in a manner that complies with Title VI.
- The resolutions incorporate practices that Sound Transit has used in the past in assessing major service changes and fare changes. In compliance with Title VI Guidelines by the Federal Transit Administration, Sound Transit is to set forth those practices as policies adopted by the agency's policy-making body.
- Major Service Changes. A Title VI "equity evaluation" shall be conducted for all major service changes, which are defined as any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly platform service hours, *and/or* move the location of a stop or station by more than a half mile.
- Fare Changes. A Title VI "equity evaluation" shall be conducted for all fare changes except for:
    1. Instances where Sound Transit has declared that all passengers will ride free.
    2. Temporary fare reductions that are mitigating measures for other actions.
    3. Promotional or temporary fare reductions lasting no more than six months.
- The resolutions establish thresholds for determining whether proposed major service changes or fare changes indicate disparate impacts to minority populations or disproportionate burdens to low income populations, and outlines efforts to be made to mitigate such impacts, and conduct outreach activities to affected populations to ensure the inclusion of affected people in the process prior to the adoption of the proposed changes.
- The resolutions provide that the Title VI equity evaluation, mitigation efforts, and outreach activities will be included as a part of the record for consideration by Sound Transit prior to final action on the proposed major service change or fare change.

BACKGROUND

Section 601 of Title VI of the Civil Rights Act of 1964 states that:

> No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Sound Transit receives federal financial assistance to design and build the regional transit system through grants primarily awarded and administered by the Federal Transit Administration. As an FTA grant recipient, Sound Transit cannot, on the basis of race, color, or national origin, either directly or through contractual means:

- Deny an individual any service, financial aid or benefit provided under the program to which he or she might otherwise be entitled;
- Make distinctions in the quality, quantity or manner in which the service or benefit is provided; or
- Segregate or separately treat individuals in any matter related to the receipt of any service or benefit.

As Sound Transit operates its transit services—Link Light Rail, Regional Express Bus, and Sounder Commuter Rail, and associated facilities—it must ensure that such services are provided in an equitable manner. This includes decisions by Sound Transit to make major changes to its transit services or changes in its fare structures.

The two resolutions set a policy framework under which Sound Transit will evaluate proposed major service changes or fare changes that may be recommended for Sound Transit Board approval as follows:

1. Sound Transit includes in its evaluation whether such changes adversely affect minority or low income populations;
2. Determine if the adverse effects result in "Disparate Impacts to Minority Populations", setting as a threshold effects that for the minority populations subject to the major service change are greater than the minority population in the Sound Transit District (currently, 31.13%); and/or result in "Disproportionate Burdens to Low Income Populations", setting as a threshold effects that for the low income populations subject to the major service change are greater than the low income population in the Sound Transit District (currently, 11.24%);
3. If the proposed changes result in disparate impacts to minority populations and/or disproportionate burdens to low income populations Sound Transit will examine and develop ways to mitigate or lessen the effect, and alert the affected Title VI stakeholders of the proposed changes to allow them to comment on the change and the impacts.
4. The Title VI evaluation of the proposed major service changes or fare changes, the impacts, mitigation efforts, outreach to impacted stakeholders, and public comments will be a part of the record before the Sound Transit Board when it makes its decision to approve the major fare change or fare change in question.
5. The Sound Transit Board may approve the change unaltered and Sound Transit may proceed to implement the change "if there is a substantial legitimate justification for the change(s) and Sound Transit can demonstrate that there were no alternatives that would have less of an impact on minority or low income populations and would still accomplish Sound Transit's legitimate program goals."

FISCAL IMPACT

Not applicable to this action.

SMALL BUSINESS PARTICIPATION

Not applicable to this action.

EQUAL EMPLOYMENT WORKFORCE PROFILE

Not applicable to this action.

APPRENTICE UTILIZATION COMMITMENT

Not applicable to this action.

PUBLIC INVOLVEMENT

Over 60 organizations and individuals in the Sound Transit region, representing minority and low income advocacy, interest and community based organizations, were sent a letter notifying recipients of the proposed policies and soliciting comments. The letter included a summary of the proposed actions along with copies of the draft resolutions, and offering to provide further information or respond to questions. The information also contained a discussion of Title VI, and the process for public comment not only to staff, but also the dates and times of the Executive Committee and the Sound Transit Board meetings when consideration of the policies is scheduled should they decide to provide comments directly to Boardmembers. In addition, this information was provided to Sound Transit's Diversity Oversight Committee for discussion and comments at their meeting, held on August 23, 2013.

As set forth in the policies, more extensive outreach will take place regarding proposed major service changes or fare changes to populations affected by the particular change.

TIME CONSTRAINTS

The policies will be included in the Sound Transit 2013 Title VI Submittal to FTA. The Board is scheduled to take final action on a motion to approve the submittal at its September 26, 2013 meeting. Submittal is to be sent to FTA by October 1, 2013. It would be preferable to include the adopted policies, however, draft policies pending Board approval could be included if further consideration is required by the Board.

PRIOR BOARD/COMMITTEE ACTIONS

Resolution No. R2011-15—Adopted an inclusive public participation policy to assure meaningful access to public involvement and community outreach programs for minority, low-income and limited English proficient populations.

ENVIRONMENTAL REVIEW

JI 8/28/2013

LEGAL REVIEW

RM 8/29/2013

RESOLUTION NO. R2013-19

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority establishing policies for conducting equity analyses of Fare Changes impacting minority and low income populations, in accordance with Title VI requirements and guidelines for Federal Transit Administration recipients.

WHEREAS, the Central Puget Sound Regional Transit Authority, hereinafter referred to as Sound Transit, has been created for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the central Puget Sound region; and

WHEREAS, in general elections held within the Central Puget Sound Regional Transit Authority district on November 5, 1996 and November 4, 2008, voters approved local funding to implement a regional high-capacity transportation system for the central Puget Sound region; and

WHEREAS, Sound Transit has made a commitment to the people within its 3-county region to seek community involvement as it plans, designs, builds, and operate a regional transit system; and

WHEREAS, Sound Transit is a recipient of federal funding primarily from the Federal Transit Administration; and

WHEREAS, consistent with Title VI of the Civil Rights Act of 1964, Sound Transit is committed to:

- Providing services without regard to race, color, or national origin,
- Promoting the full and fair participation of affected populations in transit decision making,
- Preventing denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations, and

WHEREAS, in accordance with Title VI requirements and guidelines for FTA recipients, Sound Transit conducts an equity evaluation of major service changes and all fare changes to determine whether such changes result in adverse impacts on minority populations or impose burdens on low-income populations; and

WHEREAS, Sound Transit is to then evaluate whether the major service change or whether the fare change results in disparate impacts on minority populations or disproportionate burdens on low-income populations; and

WHEREAS, Sound Transit is to ensure inclusive public participation and take all reasonable steps to remove, explore alternatives or otherwise mitigate and reduce the disparate impacts on minority populations or disproportionate burdens on low-income populations; and

WHEREAS, in accordance with the FTA's Title VI requirements and guidelines, Sound Transit is to establish a policy defining the threshold to determine whether any Fare Change results in disparate impacts to minority populations or disproportionate burdens to low-income populations; and

WHEREAS, Sound Transit engaged the public in developing these policies in a manner consistent with Sound Transit's inclusive public participation policy.

NOW THEREFORE BE IT RESOLVED by the Board of Directors of the Central Puget Sound Regional Transit Authority, that in accordance with Title VI of the Civil Rights Act of 1964, and FTA requirements and guidelines, this policy is enacted to establish policies to conduct an equity analysis of fare changes to assess the impact of such changes on Minority and Low-Income populations.

BE IT FURTHER RESOLVED that all fare changes regardless of the amount of the increase or decrease (and including changes in payment type or payment media, and availability or duration of

paper or electronic transfers) will be subject to an equity analysis which includes an analysis of potential adverse effects on minority and low-income populations with the following exceptions:

1. Instances where Sound Transit has declared that all passengers will ride free.
2. Temporary fare reductions that are mitigating measures for other actions.
3. Promotional or temporary fare reductions lasting no more than six months.

BE IT FURTHER RESOLVED that when Sound Transit conducts an Equity Assessment of Fare Changes, the threshold for determining that the changes in question result in Disparate Impacts for minority populations or Disproportionate Burdens for low income populations are as follows:

1. Disparate Impact—a disparate impact occurs when the minority percentage of the population adversely affected by any fare change is greater than the average minority percentage of the population of Sound Transit's service area. As appropriate, Sound Transit will analyze any available information generated from ridership surveys indicating whether minority riders are disproportionately more likely to use the mode of service, payment type or payment media that would be subject to the fare change as a comparison in the analysis.
2. Disproportionate Burden—a disproportionate burden occurs when the low income percentage of the population adversely affected by any fare change is greater than the average low income percentage of the population of Sound Transit's service area. As appropriate, Sound Transit will analyze any available information generated from ridership surveys indicating whether low income riders are disproportionately more likely to use the mode of service, payment type or payment media that would be subject to the fare change as a comparison in the analysis.

BE IT FURTHER RESOLVED that if it finds that the fare change results in a potential disparate impact or potential disproportionate burden, then in accordance with Title VI of the Civil Rights Act

of 1964 and FTA requirements and guidelines, Sound Transit will consider steps to avoid, minimize or mitigate the adverse impacts and reanalyze the modified change(s) to determine if the impacts were removed or lessened.

BE IT FURTHER RESOLVED that prior to adopting the fare change(s), Sound Transit will include in its report the equity evaluation of the fare change(s), and that the public and Title VI stakeholders will be invited to provide comments regarding the change(s) including the steps to avoid, minimize or mitigate the adverse impacts and the modified change(s) to determine if the impacts were removed or lessened.

BE IT FURTHER RESOLVED that If Sound Transit chooses not to alter the proposed fare change(s), the implementation of the fare change(s) may proceed if there is a substantial legitimate justification for the fare change(s) and Sound Transit can demonstrate that there were no alternatives that would have less of an impact on minority or low income populations and would still accomplish Sound Transit's legitimate program goals.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on September 26, 2013.

Pat McCarthy
Board Chair

ATTEST:

Marcia Walker
Board Administrator

Motion No. M2022-66

Adopting the Title VI 2022 Service Monitoring Results

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience & Operations Committee	08/04/2022	Recommend to Board	Jonte Robinson, Chief Diversity, Equity and Inclusion Officer
Board	08/25/2022	Final action	Brian de Place, Director- System Planning Raj Cheriel, Director- Essential Data and Analytics **Nicole Hill- Deputy Director, Equity & Social Responsibility**

Proposed action

Approves the Title VI service monitoring results prior to the submittal of Sound Transit's 2022 Title VI Program to the Federal Transit Administration.

Key features summary

- As a recipient of federal financial assistance, Sound Transit is required to perform a Title VI service monitoring report at least every three years to be submitted to the FTA as part of its Title VI Program One major component of this program is the Title VI service monitoring report, which identifies disparate impacts or disproportionate burdens on its service.
- Sound Transit has board-adopted Service Standards and Performance Measures to identify service levels and performance. This policy requires that any disparate impact or disproportionate burden be mitigated in some fashion.
- In its service monitoring report, Sound Transit analyzes passenger overcrowding rates, on-time performance, customer complaints, trips operated as scheduled, frequency and span of bus and rail service as well as vehicle assignment based on route. Service monitoring report also measures the distribution of transit amenities across modes including vertical conveyances, bike racks, bike cages/lockers, shelters, and seating/benches.
- Disparate impacts, or underperforming routes serving populations with a higher proportion of minority riders, were found in the following areas on Sound Transit services:
    - ST Express bus services: On-time performance, percent of trips operated, higher incidence of customer complaints, span of weekend service, frequency, elevator uptime and bike cage/locker distribution
    - Sounder Commuter rail: Bike rack, bike cage/locker and seating distribution; and
    - Link light rail: Shelter and seating distribution
- Disproportionate burdens, or underperforming routes serving populations with a higher proportion of low-income riders, were found in the following areas on Sound Transit services:
    - ST Express bus services: On-time performance, percent of trips operated as scheduled, higher incidence of customer complaints, weekday span of service, frequency and shelter distribution

- Link light rail: Elevator and escalator uptime, bike cage/lock distribution, shelter and seating distribution

- Mitigation strategies to address disparate impacts and disproportionate burdens will focus on near-future improvements (schedule adjustments, changes in vehicle allocation, trip additions, bus assignments) as well as medium term capital projects. As new high-capacity transit lines are implemented, dedicated rights-of-way will provide some relief around the region's congested highway system. The ST Express network will evolve to connect to new high-capacity transit stations, increasing access to the benefits of enhanced reliability.

Background

Sound Transit is required to measure the quality of service delivered to communities, and to demonstrate that resources are distributed in an equitable manner. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964.

Sound Transit gathers data from operating partners on a monthly basis in order to understand the degree to which service aligns with targets set forth in the established performance standards. Pursuant to rules established by the Federal Transit Administration, this data must be analyzed, presented to, and approved by Sound Transit's board of directors every three years in order to demonstrate the degree to which service and amenities are distributed equitably.

Service was analyzed based on board-adopted service standards and performance measures which identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

Standards which services are measured against include passenger overcrowding rates, on-time performance, customer complaints, percentage of scheduled trips operated, frequency and span of bus and rail service, and vehicle assignment based on route. New data about the distribution of transit amenities across all modes is also included in this year's report. This report measures equity through current disparate impact and disproportionate burden policies adopted in 2013 as part of Sound Transit's Major Service Change Policy and Fare Change Policy. Subsequent reports will be analyzed through new thresholds found in the updated and combined Disparate Impact and Disproportionate Burden Policy, Resolution No. R2022-19. The new standards are subject to board approval and will be presented and considered for adoption at the July 28, 2022 Board meeting.

The reasons for performance findings include impacts of Covid-19 which resulted in service reductions, canceled trips and deferred implementation of planned service improvements due to operator shortages. Service reductions happened on more Title VI routes than non-Title VI routes because our operating model and the geographic distribution of our bus bases prevented us from evenly distributing service reductions across the entire system and instead was concentrated in South King and Pierce County, operated by Pierce Transit, where our operator shortages were most acute.

As a result, overall service quality and quantity suffered on more Title VI routes than non-Title VI routes. For each operating partner and bus base, significant efforts were made to prioritize service quality and quantity for Title VI routes. Additionally, our operating model has resulted in differences in how data is collected/monitored between operating partners which has led to some inconsistencies.

Sound Transit adopts an updated Service Plan annually, which sets service levels and approves changes to service consistent with the agency's annual budget. The next opportunity to make changes to scheduled service will occur with the March 2023 service change. The 2023 Service Plan is currently in development in coordination with the agency's 2023 Budget. The plan will establish priorities for

service restoration and improvements to mitigate service level findings in this report when operator staffing levels allow additional service.

Fiscal information

Not applicable to this action.

Title VI compliance

Section 601 of Title VI of the Civil Rights Act of 1964 states that:

No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Sound Transit receives federal financial assistance to design and build the regional transit system through grants primarily awarded and administered by the Federal Transit Administration (FTA) of the

U. S. Department of Transportation. As an FTA grant recipient, Sound Transit cannot, on the basis of race, color or national origin, either directly or through contractual means:

- Deny an individual any service, financial aid or benefit provided under the program to which he or she might otherwise be entitled;
- Make distinctions in the quality, quantity or manner in which the service or benefit is provided; or
- Segregate or separately treat individuals in any matter related to the receipt of any service or benefit.

As a part of its ongoing Title VI obligations, Sound Transit must continue to ensure that it complies with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination on the basis of race, color and national origin in any program receiving federal funds.

Included among the Title VI obligations, Sound Transit must submit a Title VI Program for FTA approval, every three years, which now requires that "the Title VI Program must be approved by the recipient's board of directors…prior to submission to FTA."

The Sound Transit Title VI Program is to be submitted to the FTA on or before October 1, 2022, and the current Title VI Program submitted in 2019, is set to expire on November 30, 2022.

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would compromise meeting the required deadline and risk FTA not approving the Title VI Submittal prior to the November 30, 2022 expiration of the 2019 program. This document is required to be included with the 2022 Title VI Submittal, which is due to the FTA on or before October 1, 2022.

Prior Board/Committee actions

Resolution No. R2021-19: Adopted the 2022 Service Plan with major service changes for implementation in 2022.

Motion No. M2019-95: Approved the submittal of Sound Transit's 2019 Title VI Program to the Federal Transit Administration.

Motion No. M2019-94: Approved the Title VI service monitoring results prior to the submittal of Sound Transit's 2019 Title VI Program to the Federal Transit Administration.

Motion No. M2014-20: Adopted the Sound Transit Service Standards and Performance Measures–2014 Edition as guidelines for the on-going evaluation of Sound Transit's express bus, commuter rail and light rail services, and replaced the Sound Transit Service Standards and Performance Measures–2010 Edition.

Resolution No. R2013-18: Established policies for conducting equity analyses of Major Service Changes impacting minority and low income populations, in accordance with Title VI requirements and guidelines for Federal Transit Administration recipients.

Environmental review – KH 7/25/22

Legal review – MT 7/29/22

Motion No. M2022-66

A motion of the Board of the Central Puget Sound Regional Transit Authority approving the Title VI service monitoring results prior to the submittal of Sound Transit's 2022 Title VI Program to the Federal Transit Administration.

Background

Sound Transit is required to measure the quality of service delivered to communities, and to demonstrate that resources are distributed in an equitable manner. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964.

Sound Transit gathers data from operating partners on a monthly basis in order to understand the degree to which service aligns with targets set forth in the established performance standards. Pursuant to rules established by the Federal Transit Administration, this data must be analyzed, presented to, and approved by Sound Transit's board of directors every three years in order to demonstrate the degree to which service and amenities are distributed equitably.

Service was analyzed based on board-adopted service standards and performance measures which identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

Standards which services are measured against include passenger overcrowding rates, on-time performance, customer complaints, percentage of scheduled trips operated, frequency and span of bus and rail service, and vehicle assignment based on route. New data about the distribution of transit amenities across all modes is also included in this year's report. This report measures equity through current disparate impact and disproportionate burden policies adopted in 2013 as part of Sound Transit's Major Service Change Policy and Fare Change Policy. Subsequent reports will be analyzed through new thresholds found in the updated and combined Disparate Impact and Disproportionate Burden Policy, Resolution No. R2022-19. The new standards are subject to board approval and will be presented and considered for adoption at the July 28, 2022 Board meeting.

The reasons for performance findings include impacts of Covid-19 which resulted in service reductions, canceled trips and deferred implementation of planned service improvements due to operator shortages. Service reductions happened on more Title VI routes than non-Title VI routes because our operating model and the geographic distribution of our bus bases prevented us from evenly distributing service reductions across the entire system and instead was concentrated in South King and Pierce County, operated by Pierce Transit, where our operator shortages were most acute.

As a result, overall service quality and quantity suffered on more Title VI routes than non-Title VI routes. For each operating partner and bus base, significant efforts were made to prioritize service quality and quantity for Title VI routes. Additionally, our operating model has resulted in differences in how data is collected/monitored between operating partners which has led to some inconsistencies.

Sound Transit adopts an updated Service Plan annually, which sets service levels and approves changes to service consistent with the agency's annual budget. The next opportunity to make changes to scheduled service will occur with the March 2023 service change. The 2023 Service Plan is currently in development in coordination with the agency's 2023 Budget. The plan will establish priorities for service restoration and improvements to mitigate service level findings in this report when operator staffing levels allow additional service.

As a recipient of federal financial assistance, Sound Transit is required to perform a Title VI service monitoring report at least every three years to be submitted to the FTA as part of its Title VI Program One major component of this program is the Title VI service monitoring report, which identifies disparate impacts or disproportionate burdens on its service.

Sound Transit has board-adopted Service Standards and Performance Measures to identify service levels and performance. This policy requires that any disparate impact or disproportionate burden be mitigated in some fashion.

In its service monitoring report, Sound Transit analyzes passenger overcrowding rates, on-time performance, customer complaints, trips operated as scheduled, frequency and span of bus and rail service as well as vehicle assignment based on route. Service monitoring report also measures the distribution of transit amenities across modes including vertical conveyances, bike racks, bike cages/lockers, shelters, and seating/benches.

Disparate impacts, or underperforming routes serving populations with a higher proportion of minority riders, were found in the following areas on Sound Transit services:

- ST Express bus services: On-time performance, percent of trips operated, higher incidence of customer complaints, span of weekend service, frequency, elevator uptime and bike cage/locker distribution
- Sounder Commuter rail: Bike rack, bike cage/locker and seating distribution; and
- Link light rail: Shelter and seating distribution

Disproportionate burdens, or underperforming routes serving populations with a higher proportion of low-income riders, were found in the following areas on Sound Transit services:

- ST Express bus services: On-time performance, percent of trips operated as scheduled, higher incidence of customer complaints, weekday span of service, frequency and shelter distribution
- Link light rail: Elevator and escalator uptime, bike cage/lock distribution, shelter and seating distribution

Mitigation strategies to address disparate impacts and disproportionate burdens will focus on near-future improvements (schedule adjustments, changes in vehicle allocation, trip additions, bus assignments) as well as medium term capital projects. As new high-capacity transit lines are implemented, dedicated rights-of-way will provide some relief around the region's congested highway system. The ST Express network will evolve to connect to new high-capacity transit stations, increasing access to the benefits of enhanced reliability.

Motion

It is hereby moved by the Board of the Central Puget Sound Regional Transit Authority approving the Title VI service monitoring results prior to the submittal of Sound Transit's 2022 Title VI Program to the Federal Transit Administration.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on August 25, 2022.

Dave Somers
Board Vice Chair

Attest:

Kathryn Flores
Board Administrator

Sound Transit
Title VI
Mapfolio

2022

Prepared by Sound Transit GIS

CONTENTS

I. Introduction
I-1: Sound Transit district // existing boundary
I-2: Sound Transit district // activity centers
I-3: Sound Transit service (Fall, 2021)
I-4: Sound Transit service and activity centers
I-5: Local transit agencies, central Puget Sound area
I-6: Local agency and Sound Transit routes (Fall, 2021)
I-7: Sound Transit's new and renovated facilities
I-8: Sound Transit's stops and service area

II. Title VI Summary
Title VI Baseline Summary

III. Minority Service Maps
III-1: Sound Transit district // minority population
III-2: Sound Transit service to minority populations
III-3: Sound Transit stops and minority populations
III-4: New and renovated facilities, minority population

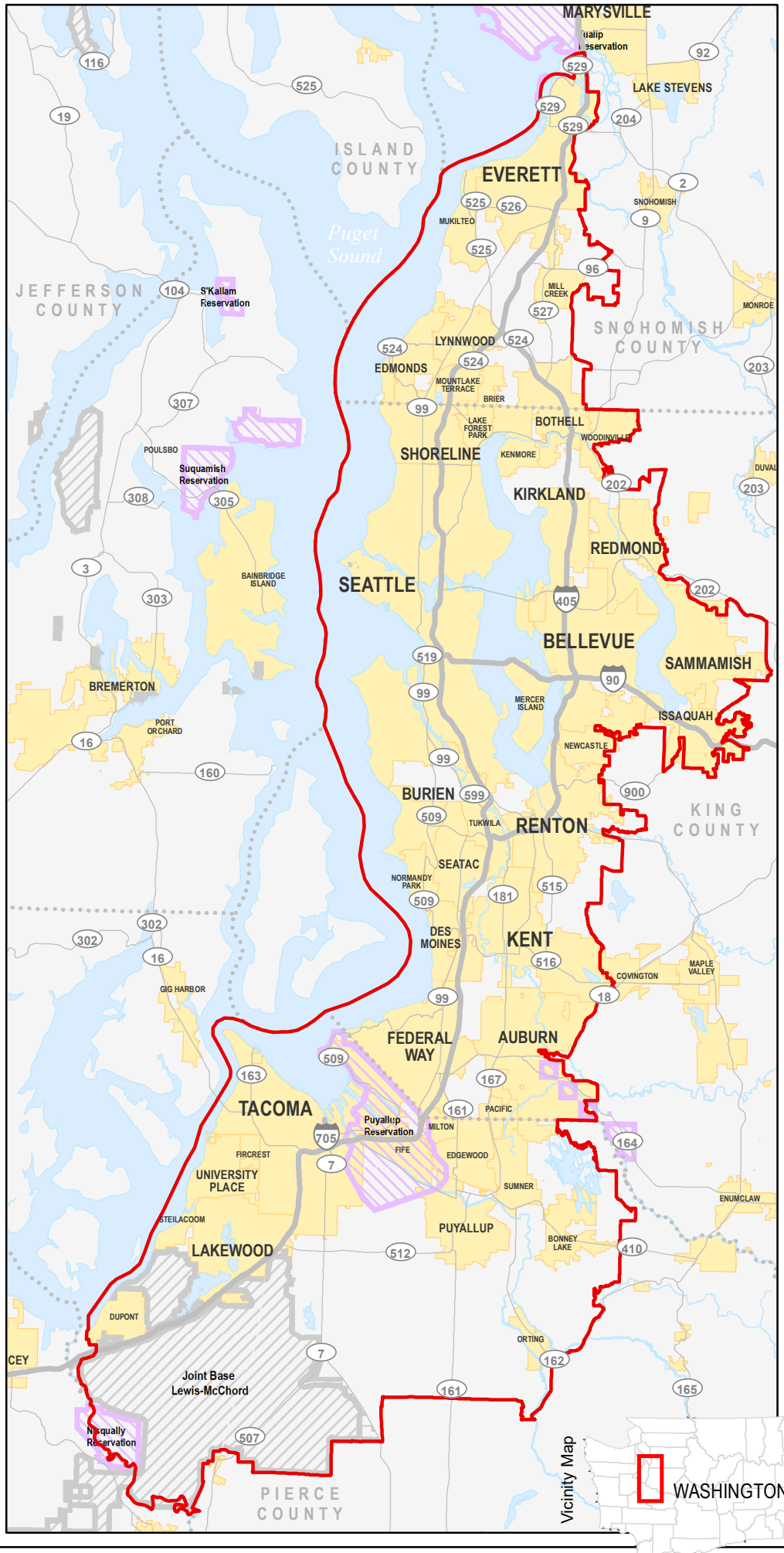
IV. Low Income Service Maps
IV-1: Sound Transit district // low income population
IV-2: Sound Transit service to low income population
IV-3: Sound Transit stops and low income population
IV-4: New and renovated facilities, low income population

V. LEP Service Maps
V-1: Sound Transit district // limited English proficiency (LEP)
V-2: Sound Transit service to limited English proficiency (LEP) populations
V-3: Sound Transit stops and limited English proficiency (LEP) populations
V-4: New and renovated facilities, limited English proficiency (LEP) populations

VI. Census Tract Maps and Tables
VI-1n: King County (north) // 2010 census tracts
VI -1s: King County (north) // 2010 census tracts
VI -2: Pierce County // 2010 census tracts
VI -3: Snohomish County // 2010 census tracts
VI-4n: King County (north) // 2020 census tracts
VI -4s: King County (north) // 2020 census tracts
VI -5: Pierce County // 2020 census tracts
VI -6: Snohomish County // 2020 census tracts
Minority census tracts table
Low income census tracts table
Limited English proficiency (LEP) census tracts table

VII. Methodology
Title VI Methodology

I. Sound Transit District Maps



Map I-1

Sound Transit Title VI Maps

Sound Transit district // Existing boundary

Sound Transit's district covers portions of King, Pierce and Snohomish Counties.

Legend

- Sound Transit district boundary
- Incorporated area
- County boundary

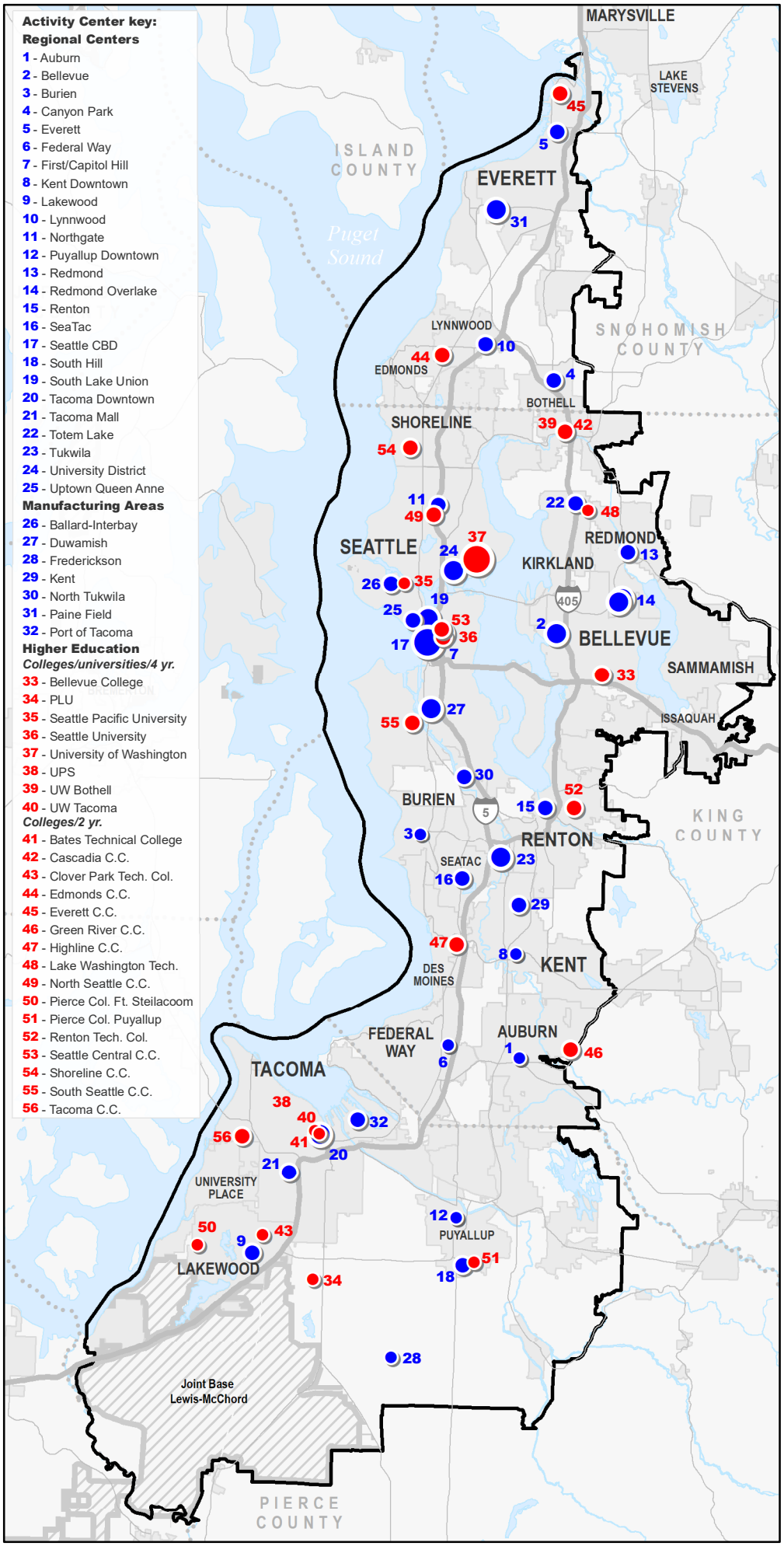
Map data source:
Sound Transit GIS

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map I-2

Sound Transit Title VI Maps

Sound Transit district // activity centers

Large activity centers are located throughout the Sound Transit district.

Legend

- Sound Transit District
- Military Base

Employment center

- > 5,000
- 5,000 - 1,5000
- 15,000 - 100,000
- < 100,000 total employment

University/College

- > 5,000
- 5,001 - 15,000
- 15,001 - 30,000
- < 30,001 students

Map data source:
Employment centers:
Puget Sound Regional Council
College Enrollment (2015):
Washington State OFM
Data Yearbook,
University of Washington

Scale:

N

0 2.5 5 10 Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

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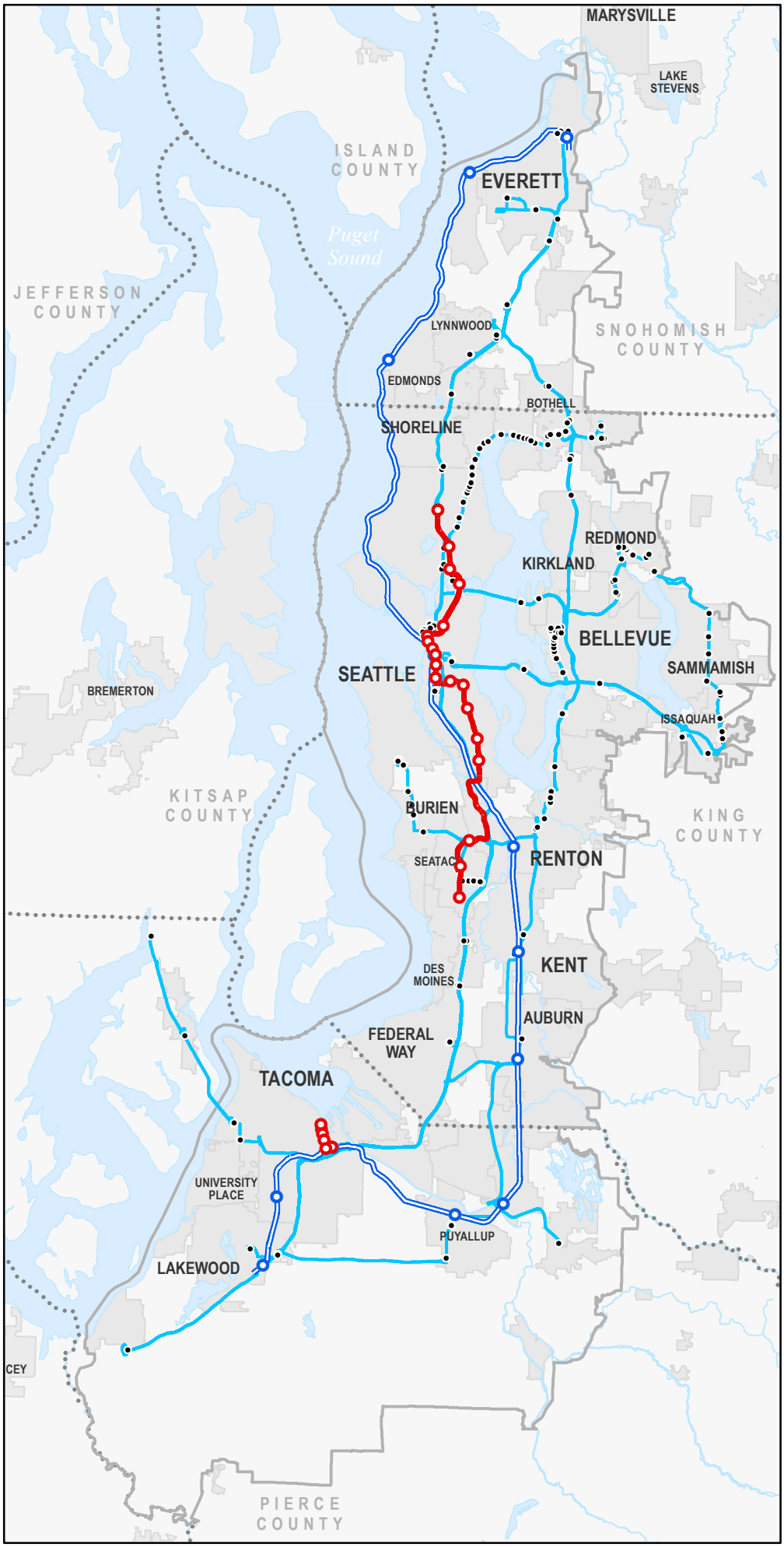


Map I-3

Sound Transit Title VI Maps

Sound Transit service (Fall, 2021)

Sound Transit operates regional express buses and trains that connect regional activity centers.

Legend

- Sound Transit District
- Link Light Rail
- Sounder
- Sound Transit Express route

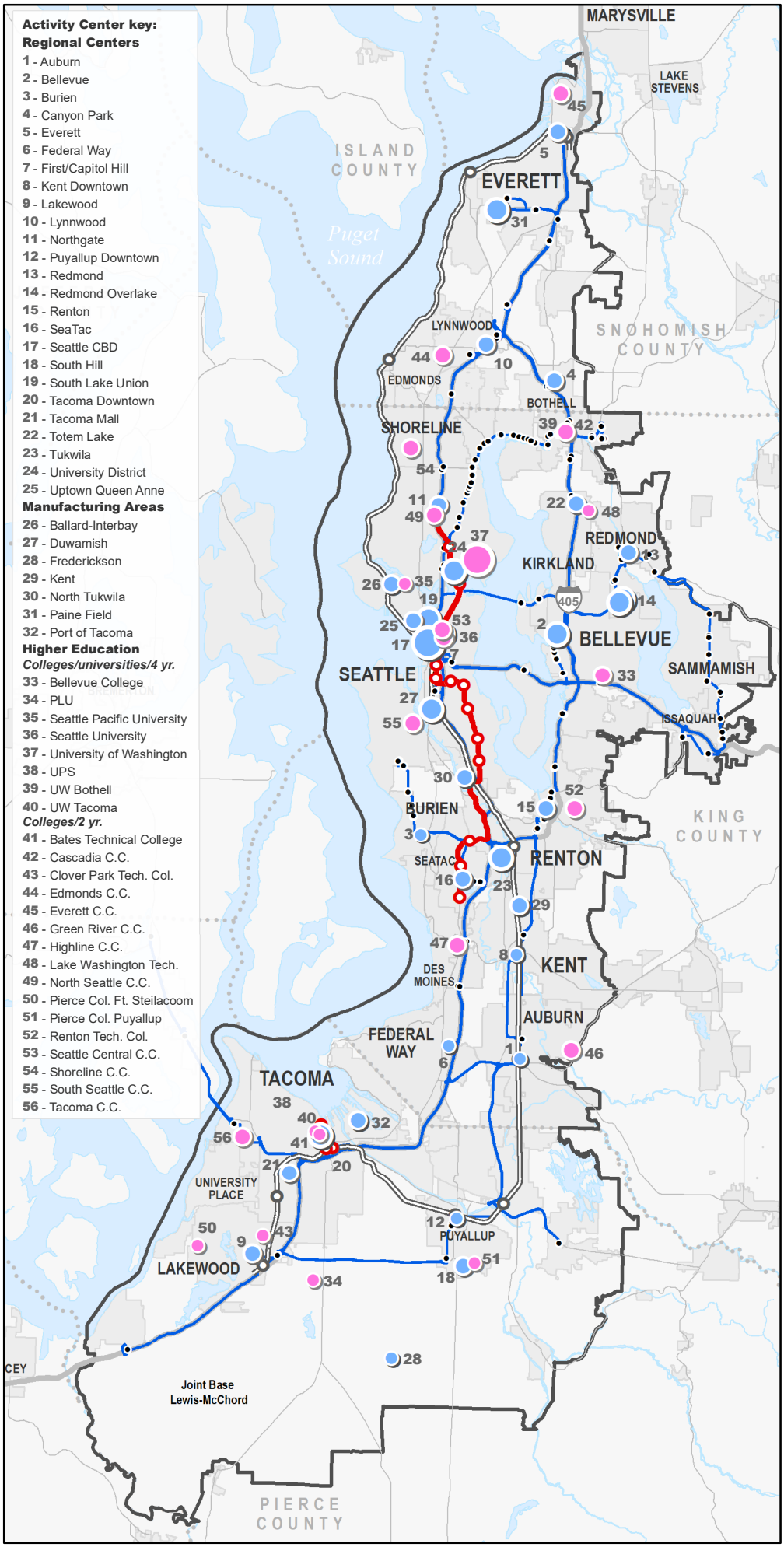
Map data source:
Sound Transit GIS

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map I-4

Sound Transit Title VI Maps

Sound Transit service and activity centers

Sound Transit operates regional express buses and trains that connect regional activity centers.

Legend

- Sound Transit District
- Link Light Rail
- Sounder
- Sound Transit Express route

Employment center
- > 5,000
- 5,000 - 1,5000
- 15,000 - 100,000
- < 100,000 total employment

University/College
- > 5,000
- 5,001 - 15,000
- 15,001 - 30,000
- > 30,001 students

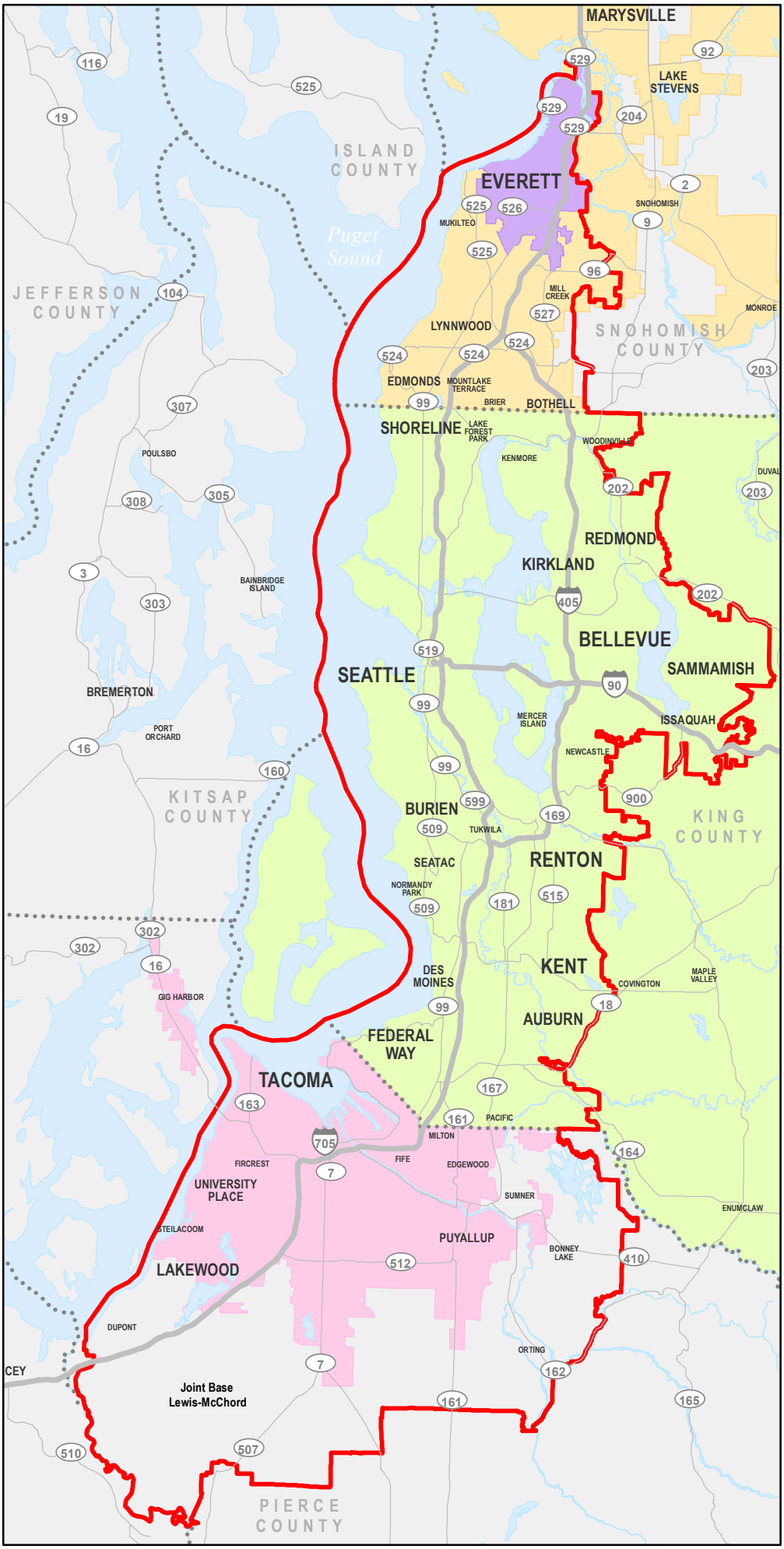
Map data source:
Employment centers:
Puget Sound Regional Council
College Enrollment (2015):
Washington State OFM
Data Yearbook,
University of Washington

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map I-5

Sound Transit Title VI Maps

Local transit agencies, central Puget Sound area

Several local transit agencies provide service that feeds Sound Transit's bus and train routes.

Legend

- Sound Transit District
- Everett Transit distirct
- Community Transit district
- King County Metro district
- Pierce Transit district

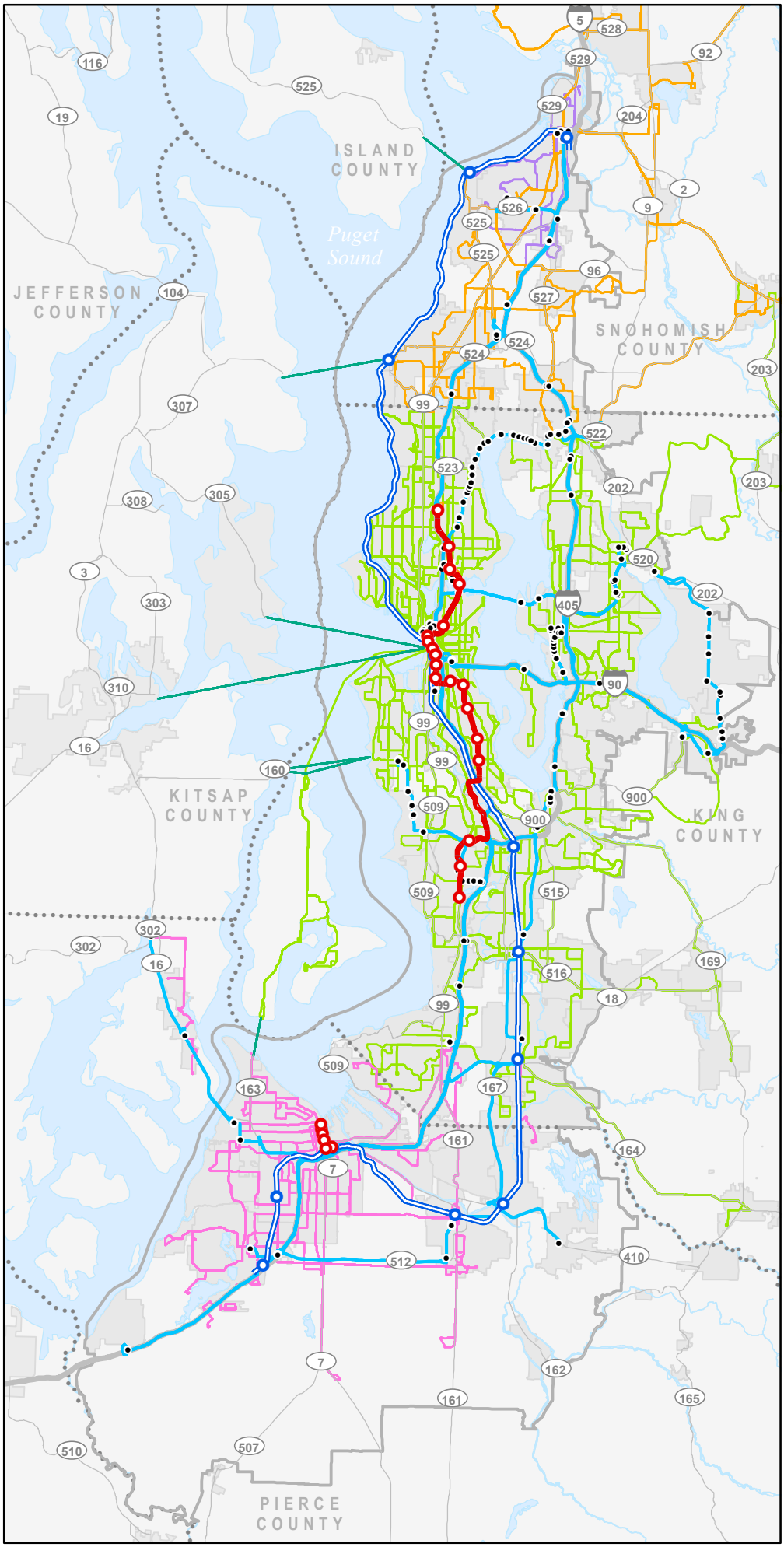
Map data source:
Sound Transit GIS

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map I-6

Sound Transit Title VI Maps

Local agency and Sound Transit routes (Fall, 2021)

Transit routes provided by local agencies feed Sound Transit services

Legend

- Sound Transit District
- Link Light Rail
- Sounder
- Sound Transit Express route
- Community Transit route
- Everett Transit route
- King County Metro Transit route
- Pierce Transit route
- Washington State Ferry route

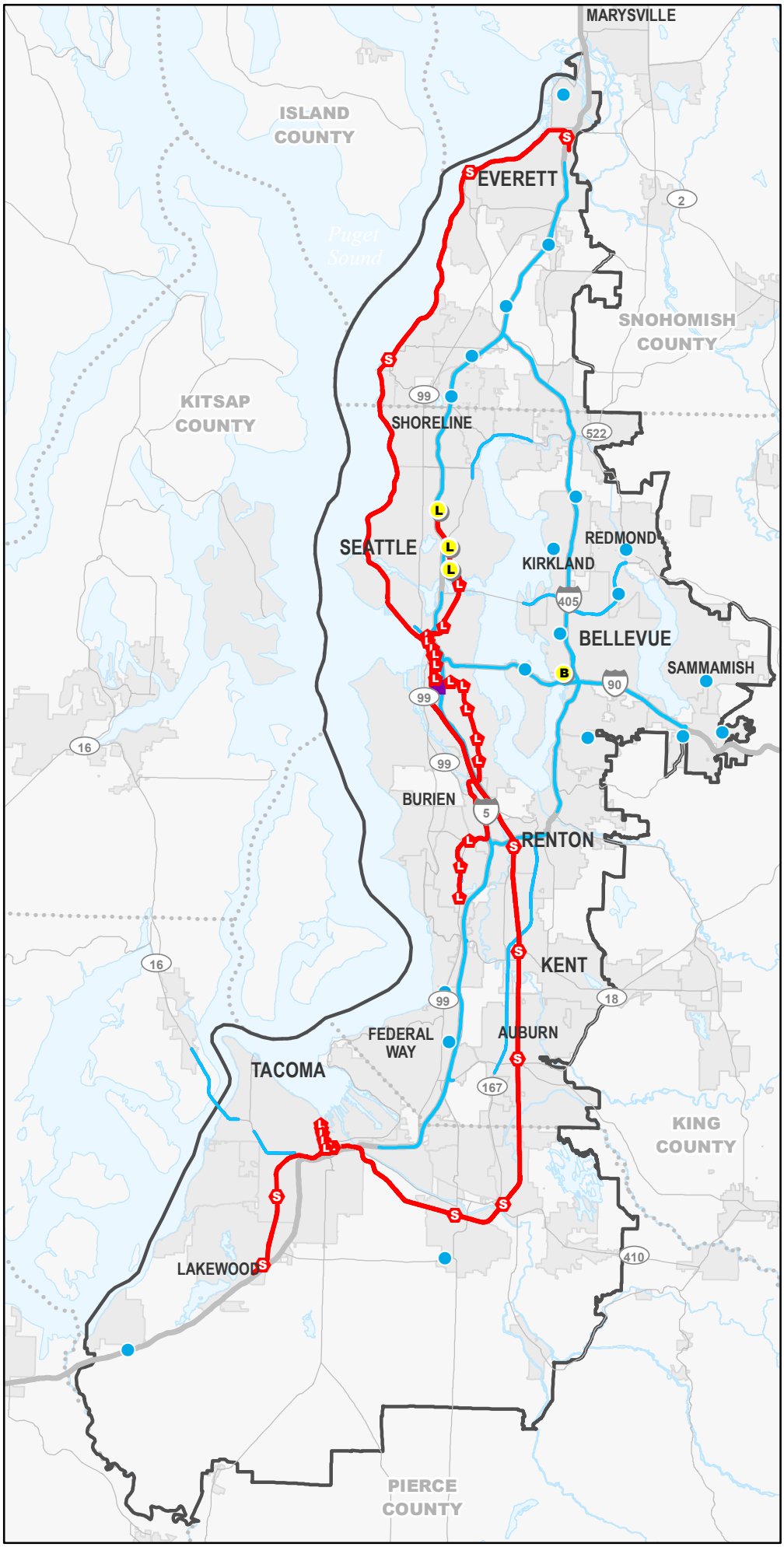
Map data source:
Sound Transit GIS,
Sound Transit Open Transit Data

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map I-7

Sound Transit Title VI Maps

Sound Transit's new & renovated facilities (2018-22)

Sound Transit has completed several new facilities over the past 5 years

Legend

- Sound Transit District
- Light/Commuter rail sta./bus fac.
- Light rail base
- Bus* / rail fixed guideway

New transit facility (2018-22)

- Bus facility
- Light rail (Link)

Map data source:
Sound Transit.

Some facilities were developed in conjunction with other transit agencies. Projects with only street improvements are not shown.

*Bus fixed guideway includes high intensity bus lanes.

N

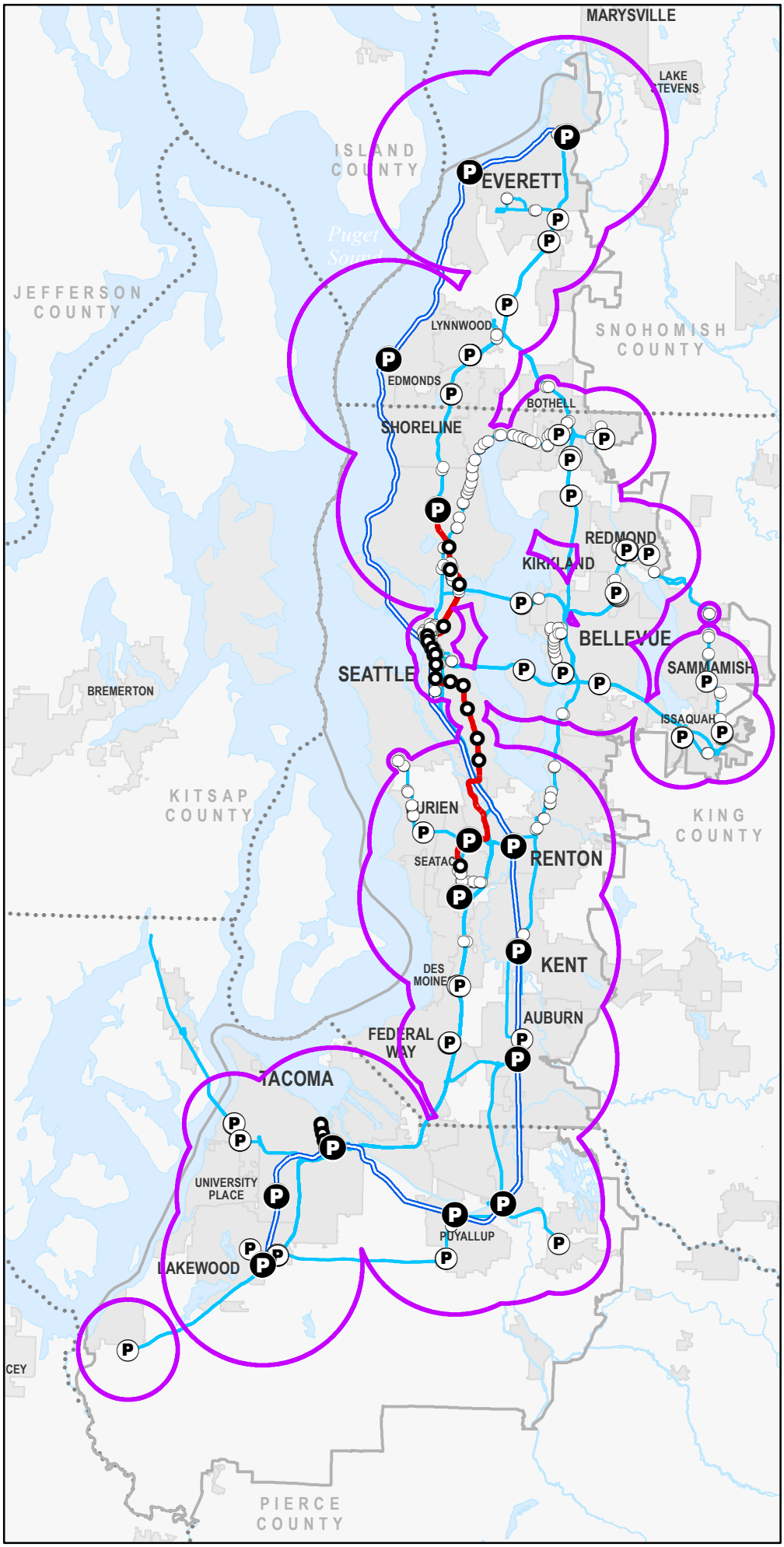
Scale:

0 2.5 5 10

Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map I-8

Sound Transit Title VI Maps

Effective Transit Service Area (2022)

The effective transit service area is the geographic area with reasonable access to Sound Transit service.

Legend

- Sound Transit District
- Link Light Rail
- Sounder
- Sound Transit Express route
- Rail Station With Parking (5 mile service area)
- Rail Station Without Parking (1 mile service area)
- Major Bus Facility (2 1/2 mile service area)
- Other Bus Stop (1/2 mile service area)
- Effective transit service area

Effective Service Area note: Bus service to Gig Harbor is paid for by Pierce Transit, and as such, this service is excluded from the service area used in the Title VI analysis.

Map data source:
Sound Transit GIS

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT

II. Title VI Baseline Summary

Title VI Summary

Minority Population

Sound Transit district average	**43.5%**
Sound Transit service area	**44.5%**

Definition: The population that identifies as 'not white'.

Source: 2020 US Census redistricting file, released 2019.

Low Income Population

Sound Transit district average	**15.3%**
Sound Transit service area	**16.1%**

Definition: The population living in households that earn less than 150% of the federal poverty level.

Source: 2019 American Community Survey, Table S1701

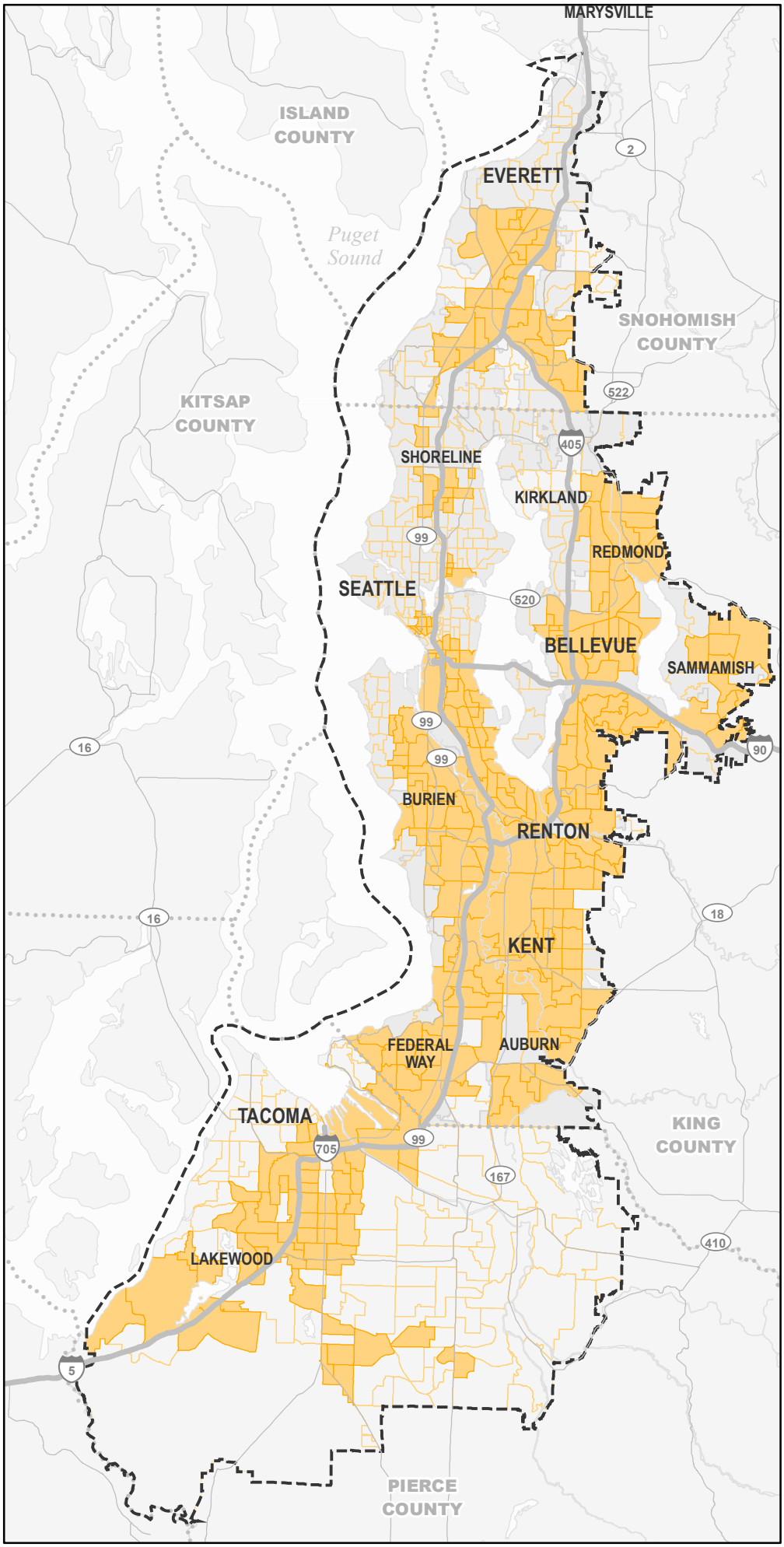
Limited English Proficiency (LEP) Population

Sound Transit district average	**10.1%**
Sound Transit service area	**10.8%**

Definition: The population over 5 who speak English less than 'very well.'

Source: 2019 American Community Survey, Table C16001

III. Minority Service Maps



Map III-1

Sound Transit Title VI Maps

Sound Transit district // minority population

Sound Transit's district covers portions of King, Pierce and Snohomish Counties.

Legend

- Sound Transit District
- Census Tracts (2020)
- Tract above District average, minority population

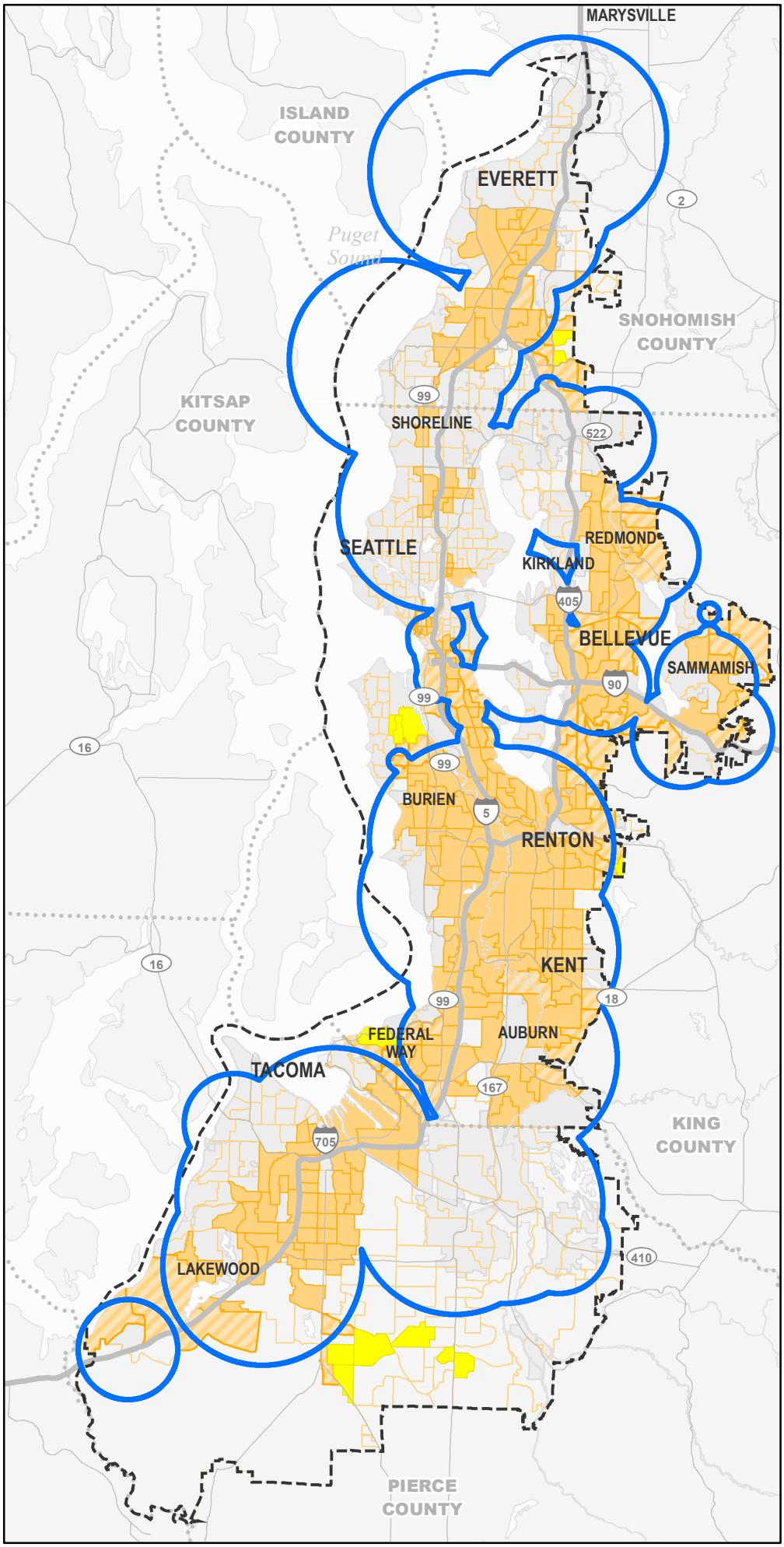
Sound Transit district, % of minority residents: **43.5%**

Map data source:
2020 US Census.
Minority is defined as not, "white alone" according to Census tables.

Scale:
N
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map III-2

Sound Transit Title VI Maps

Sound Transit service to minority populations

The effective transit service area is the geographic area with reasonable access to Sound Transit service.

Legend

- Sound Transit District
- Census Tracts (2020)
- Above average % of minority residents, completely inside the effective transit service area
- Above average % of minority residents, partially inside the effective transit service area
- Above average % minority population, with no ST service
- Effective transit service area

% of minority residents:

Sound Transit district: **43.5%**
Effective transit service area: **44.5%**

Notes: Effective transit service area -
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

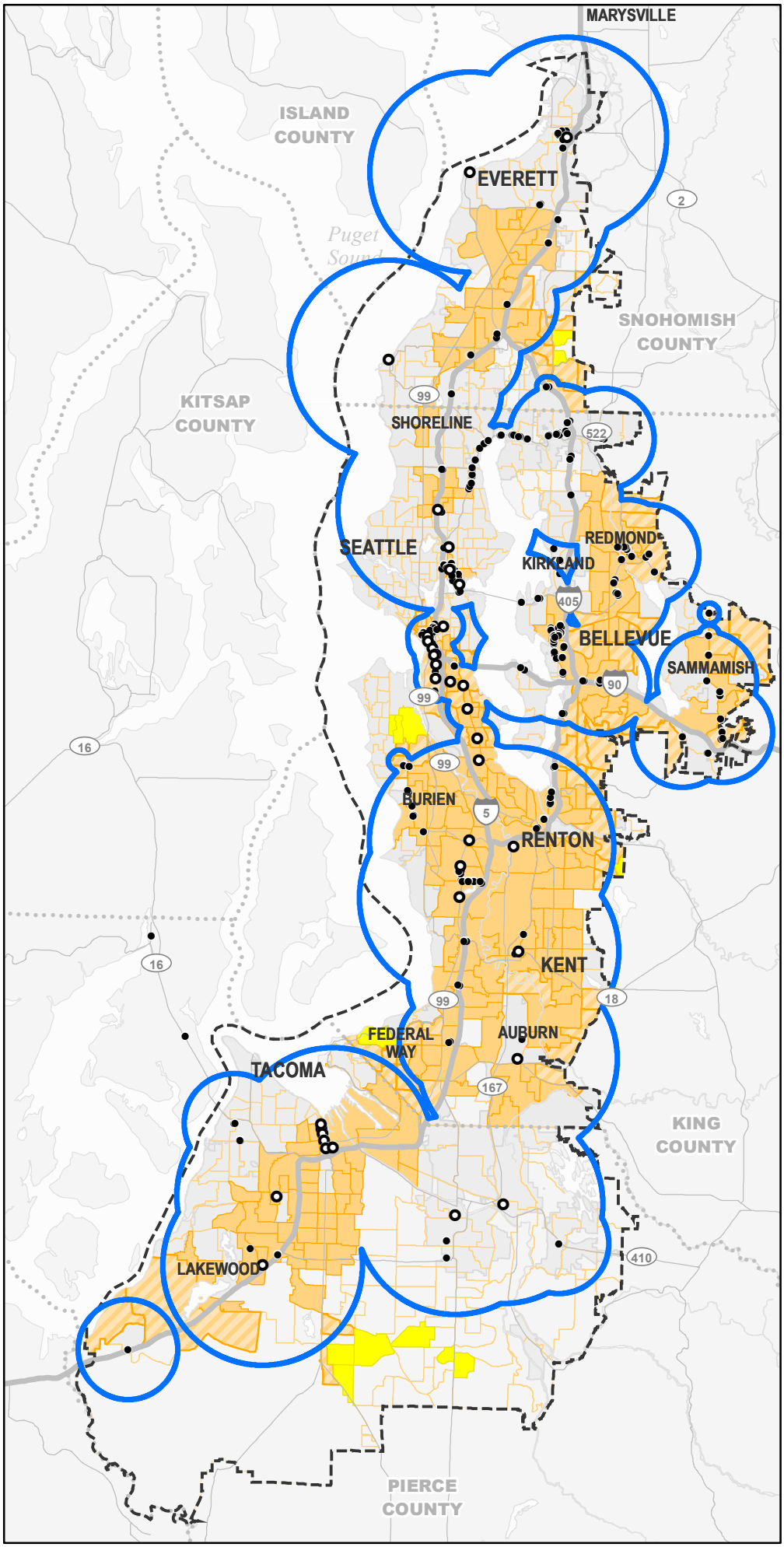
Map data source:
2020 US Census.
Minority is defined as not, "white alone," according to Census tables.

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map III-3

Sound Transit Title VI Maps

Sound Transit stops and minority populations

The effective transit service area is the geographic area with reasonable access to Sound Transit service.

Legend

- Sound Transit District
- Census Tracts (2020)
- Above average % of minority residents, completely inside the effective transit service area
- Above average % of minority residents, partially inside the effective transit service area
- Above average % minority population, with no ST service
- Effective transit service area
- Rail Station
- Sound Transit Express bus stop

% of minority residents:

Sound Transit district: **43.5%**
Effective transit service area: **44.5%**

Notes: Effective transit service area-
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

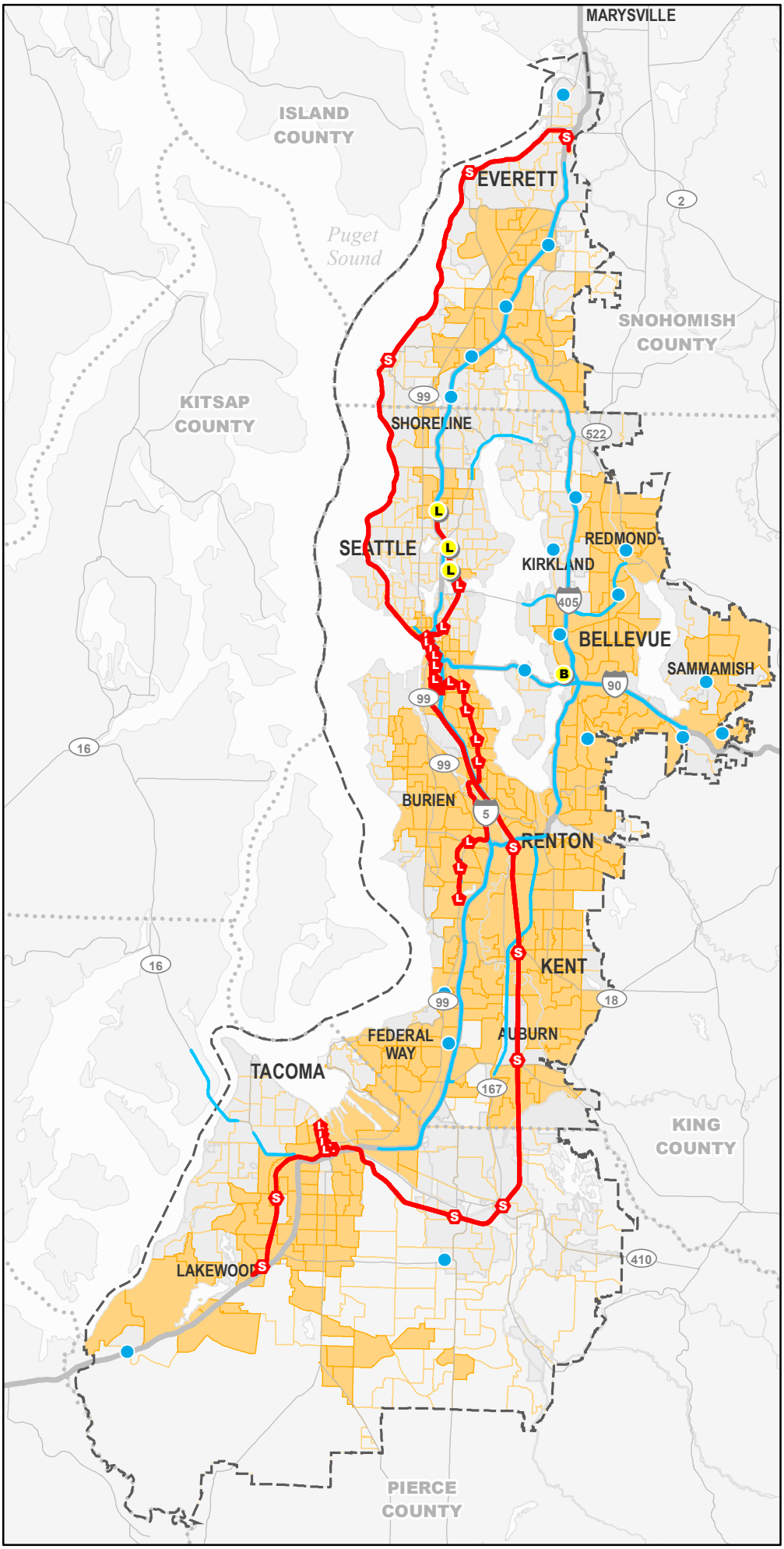
Map data source:
2020 US Census.
Minority is defined as not, "white alone," according to Census tables.

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map III-4

Sound Transit Title VI Maps

New & renovated facilities, minority population

Sound Transit has completed several new facilities over the past 5 years (2018-2022)

Legend

- Sound Transit District
- Census Tracts (2020)
- Tract above District average, minority population
- Light/Commuter rail sta./bus
- Light rail base
- Bus* / rail fixed guideway

New transit facility (2019-22)

- Bus facility
- Light rail (Link)

Sound Transit district, % of minority residents: **43.5%**

Map notes:
Some facilities were developed in conjunction with other transit agencies. Projects with only street improvements are not shown.

*Bus fixed guideway includes high intensity bus lanes

Map data source:
2020 US Census.
Minority is defined as not, "white alone," according to Census tables.
Facilities: Sound Transit.

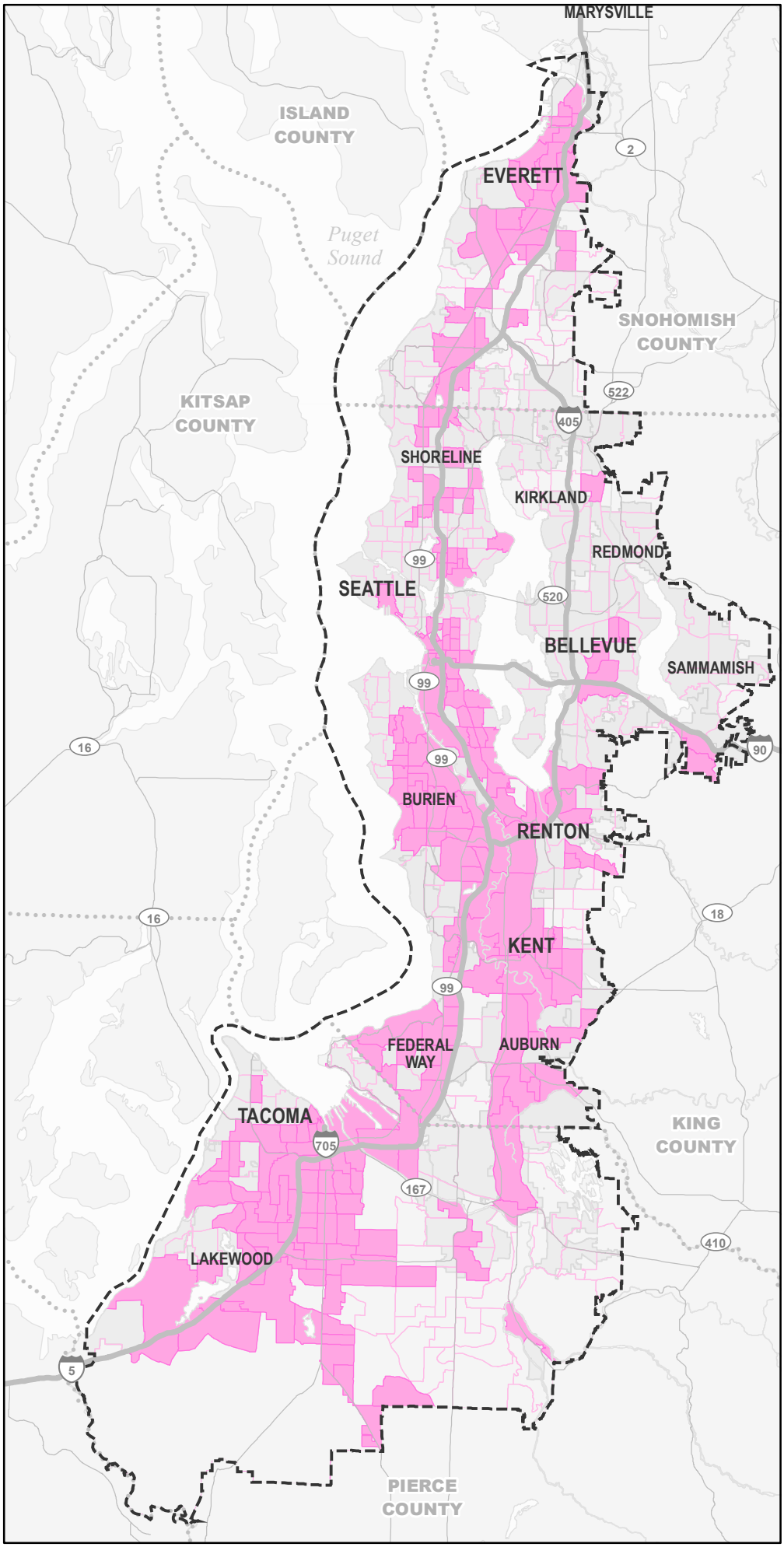
Scale:
0 2.5 5 10
Miles

N

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT

VI. Low Income Service Maps



Map IV-1

Sound Transit Title VI Maps

Sound Transit district // low income population

Sound Transit's district covers portions of King, Pierce and Snohomish Counties.

Legend

- Sound Transit District
- Census Tracts (2010)
- Tract above District average, low income

Sound Transit district, % of low income residents: **15.3%**

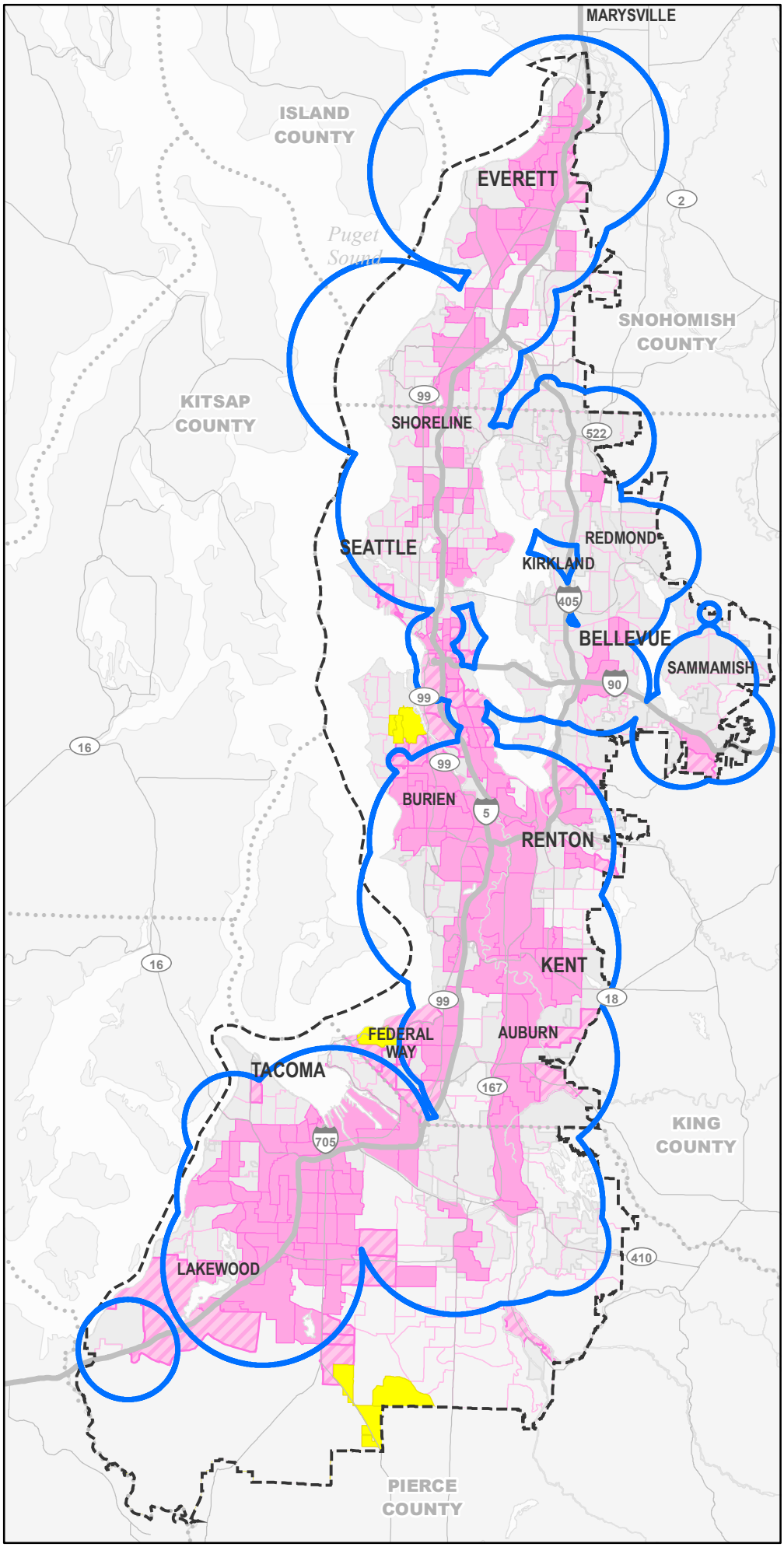
Map data source:
2019 American Community Survey Table S1701.
Low Income is defined as individuals with a household income below 150% of poverty level.

Scale:
0 2.5 5 10
Miles

N

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map IV-2

Sound Transit Title VI Maps

Sound Transit service to low income population

The effective transit service area is the geographic area with reasonable access to Sound Transit service.

Legend

- Sound Transit District
- Census Tracts (2010)
- Above average % of low income residents, completely inside the effective transit service area
- Above average % of low income residents, partially inside the effective transit service area
- Above average % low income population, with no ST service
- Effective transit service area

% of low income residents:

Sound Transit district: **15.3%**
Effective transit service area: **16.1%**

Notes: Effective transit service area -
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

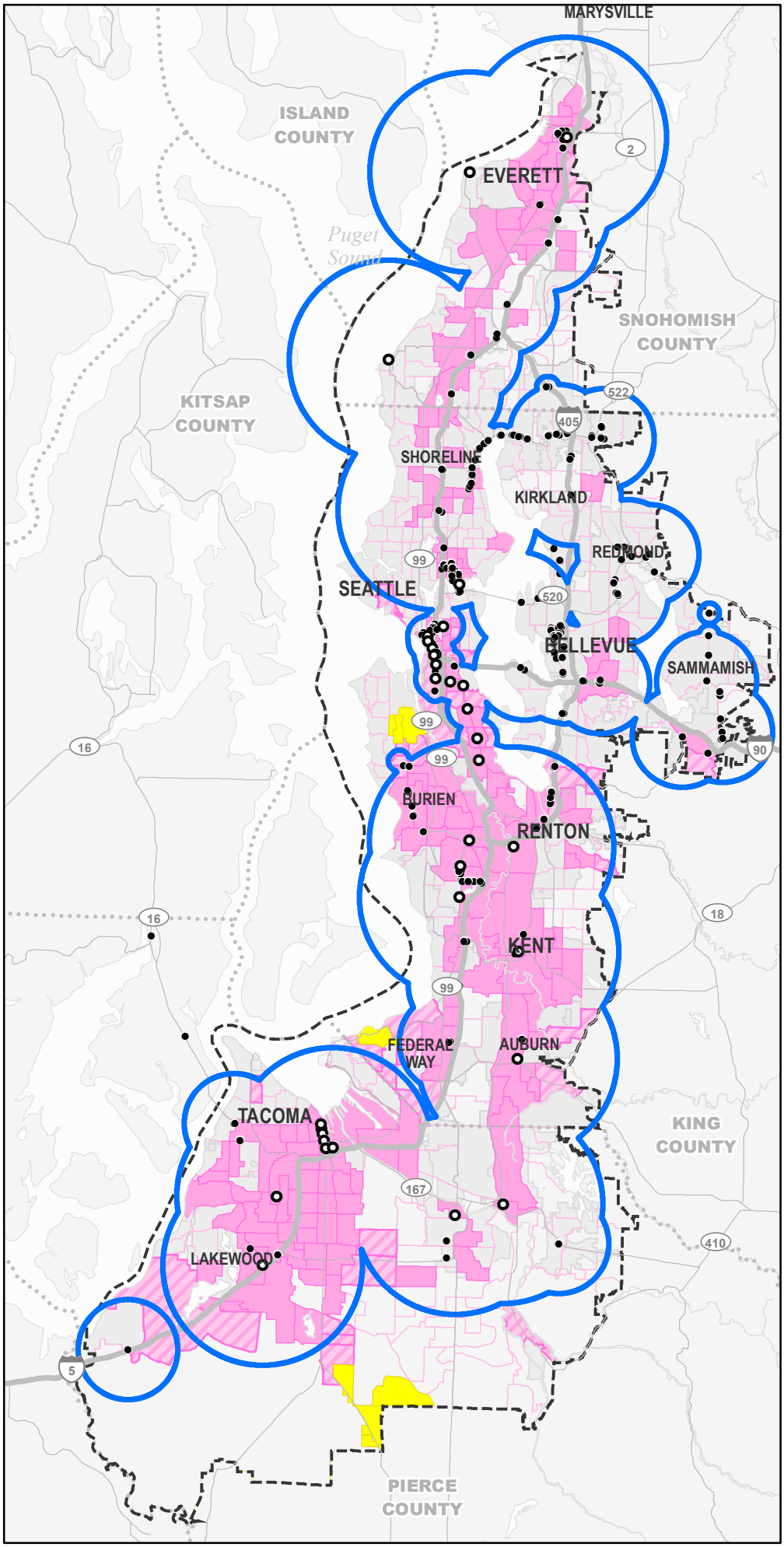
Map data source:
2019 American Community Survey
Table S1701.
Low Income is defined as individuals with a household income below 150% of poverty level.

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map IV-3

Sound Transit Title VI Maps

Sound Transit stops and low income population

The effective transit service area is the geographic area with reasonable access to Sound Transit service.

Legend

- Sound Transit District
- Census Tracts (2010)
- Above average % of low income residents, completely inside the effective transit service area
- Above average % of low income residents, partially inside the effective transit service area
- Above average % low income population, with no ST service
- Effective transit service area
- Rail Station
- Sound Transit Express bus stop

% of low income residents:

Sound Transit district: **15.3%**
Effective transit service area: **16.1%**

Notes: Effective transit service area -
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

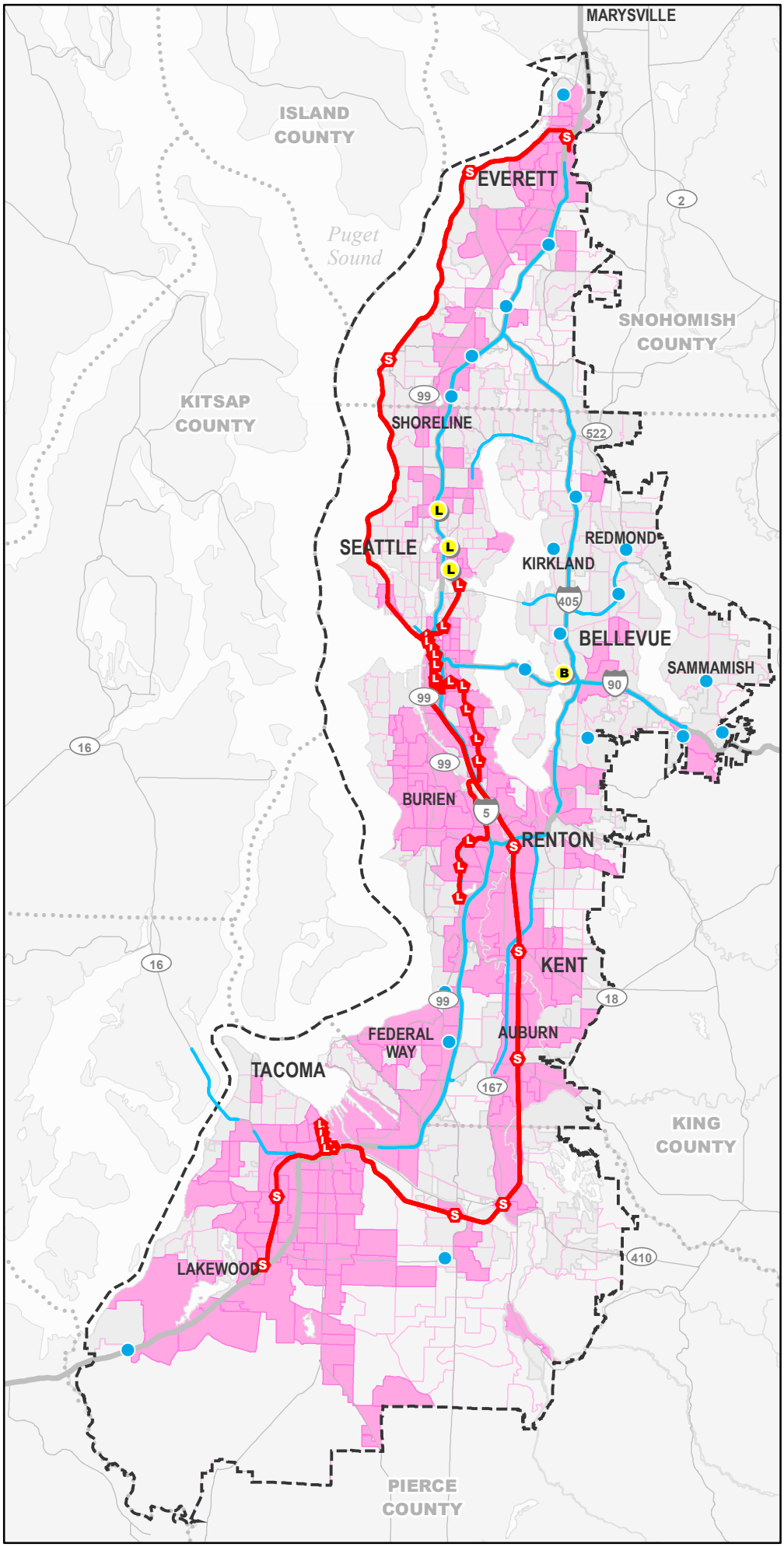
Map data source:
2019 American Community Survey
Table S1701.
Low Income is defined as individuals with a household income below 150% of poverty level.

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map IV-4

Sound Transit Title VI Maps

New & renovated facilities, low income population

Sound Transit has completed several new facilities over the past 5 years (2019-2022)

Legend

- Sound Transit District
- Census Tracts (2010)
- Tract above District average, low income
- Light/Commuter rail sta./bus fac.
- Light rail base
- Bus* / rail fixed guideway

New transit facility (2019-22)

- Bus facility
- Light rail (Link)

Sound Transit district, % of low income residents: **15.3%**

Map notes:
Some facilities were developed in conjunction with other transit agencies. Projects with only street improvements are not shown.

*Bus fixed guideway includes high intensity bus lanes

Map data source:
2019 American Community Survey
Table S1701.
Low Income is defined as individuals with a household income below 150% of poverty level.

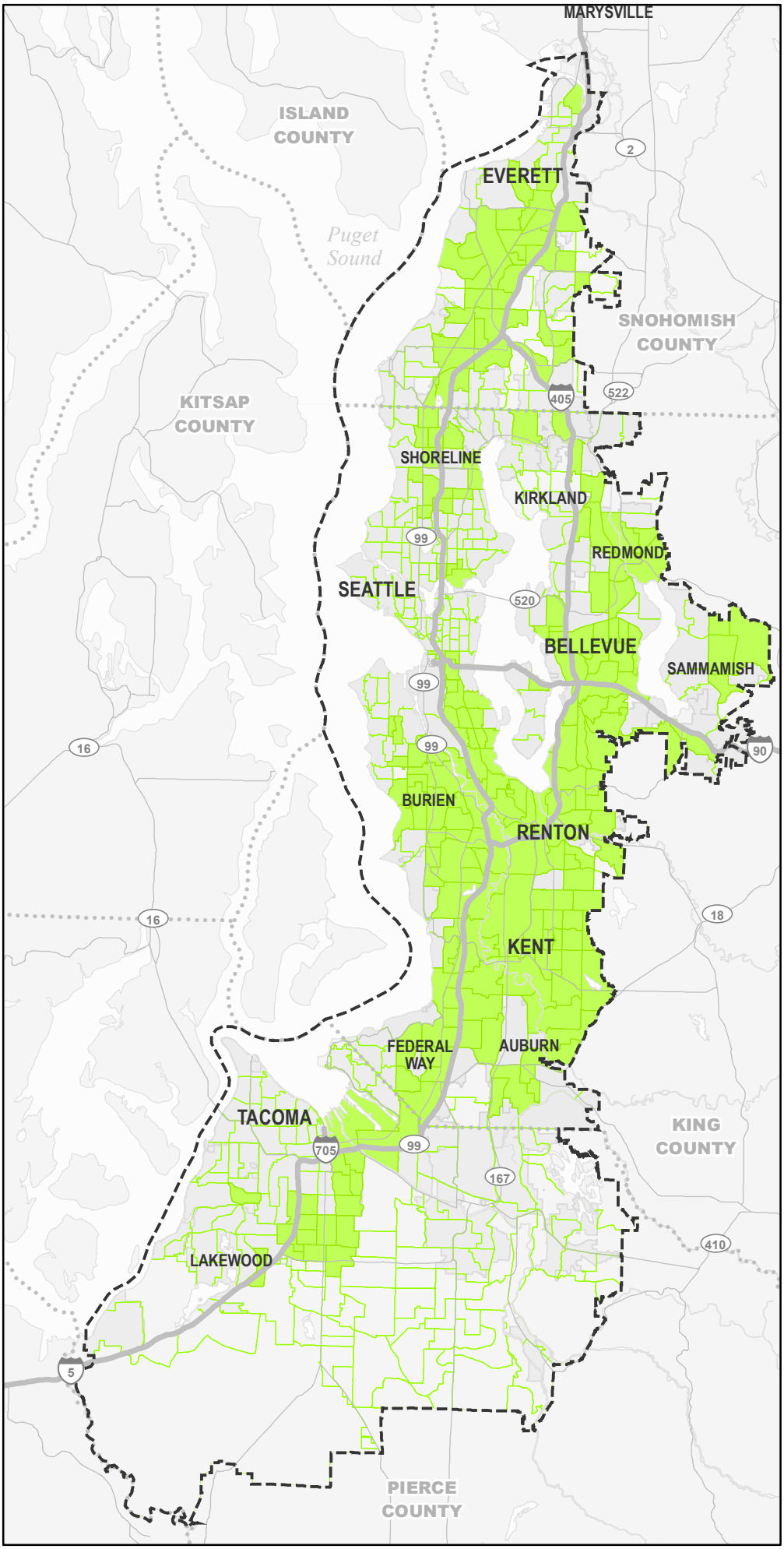
Scale:
0 2.5 5 10
Miles

N

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT

V. Limited English Proficiency (LEP) Maps



Map V-1

Sound Transit Title VI Maps

Sound Transit district // limited English proficiency (LEP)

Sound Transit's district covers portions of King, Pierce and Snohomish Counties.

Legend

- Sound Transit District
- Census Tracts (2010)
- Tract above District average, LEP

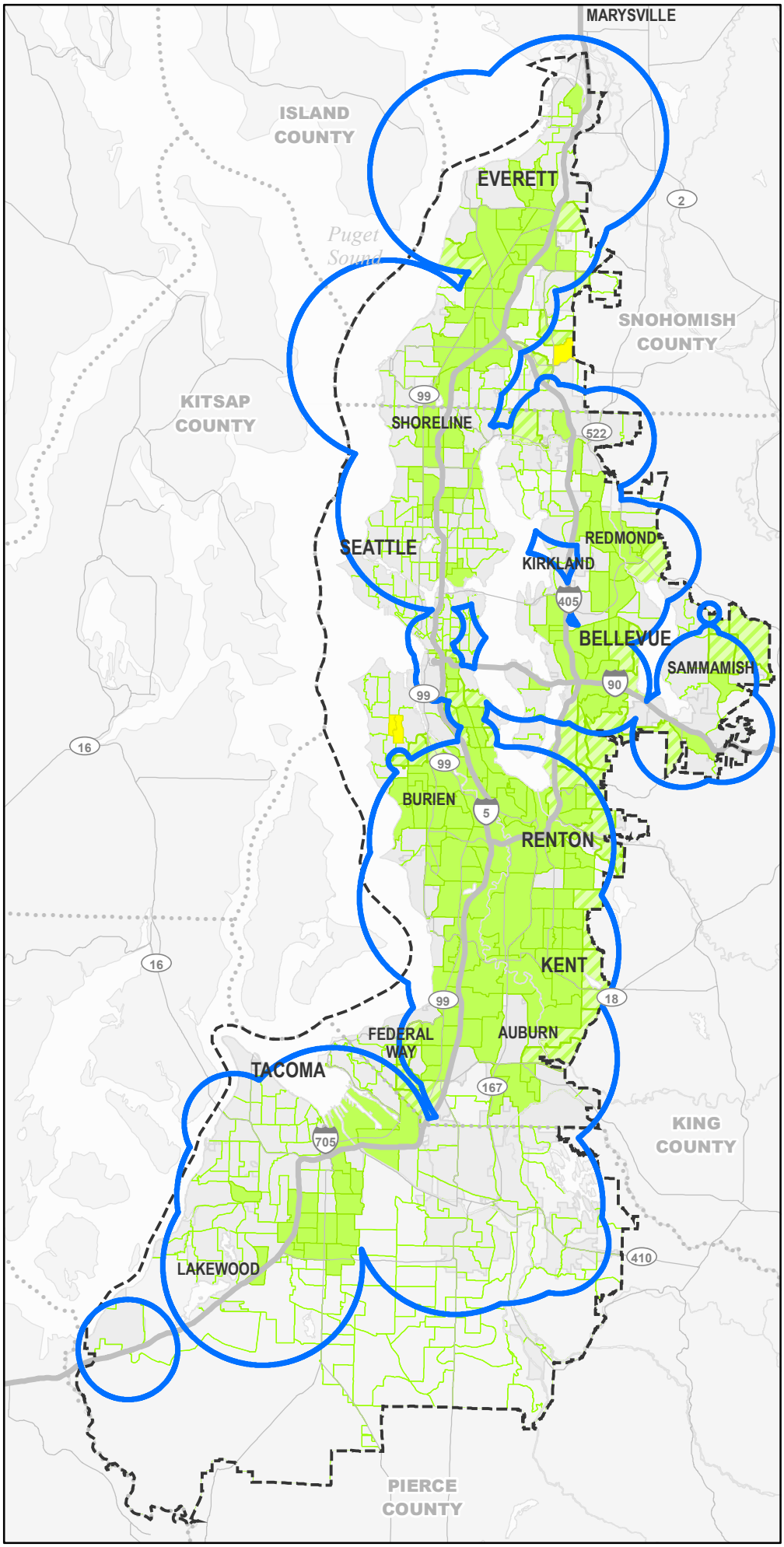
Sound Transit district, % of limited English proficiency residents: **10.1%**

Map data source:
Limited English Proficiency (LEP) populations:
2019 American Community Survey
Table C16001.
Limited English proficiency is defined as speaking English less than, "Very Well."

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map V-2

Sound Transit Title VI Maps

Sound Transit service to limited English proficiency (LEP) populations

The effective transit service area is the geographic area with reasonable access to Sound Transit service.

Legend

- Sound Transit District
- Census Tracts (2010)
- Above average % of LEP residents, completely inside the effective transit service area
- Above average % of LEP residents, partially inside effect. transit service area
- Above avg % LEP, NO ST service
- Effective transit service area

% of limited English proficiency residents:

Sound Transit district: **10.1%**
Effective transit service area: **10.8%**

Notes: Effective transit service area -
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

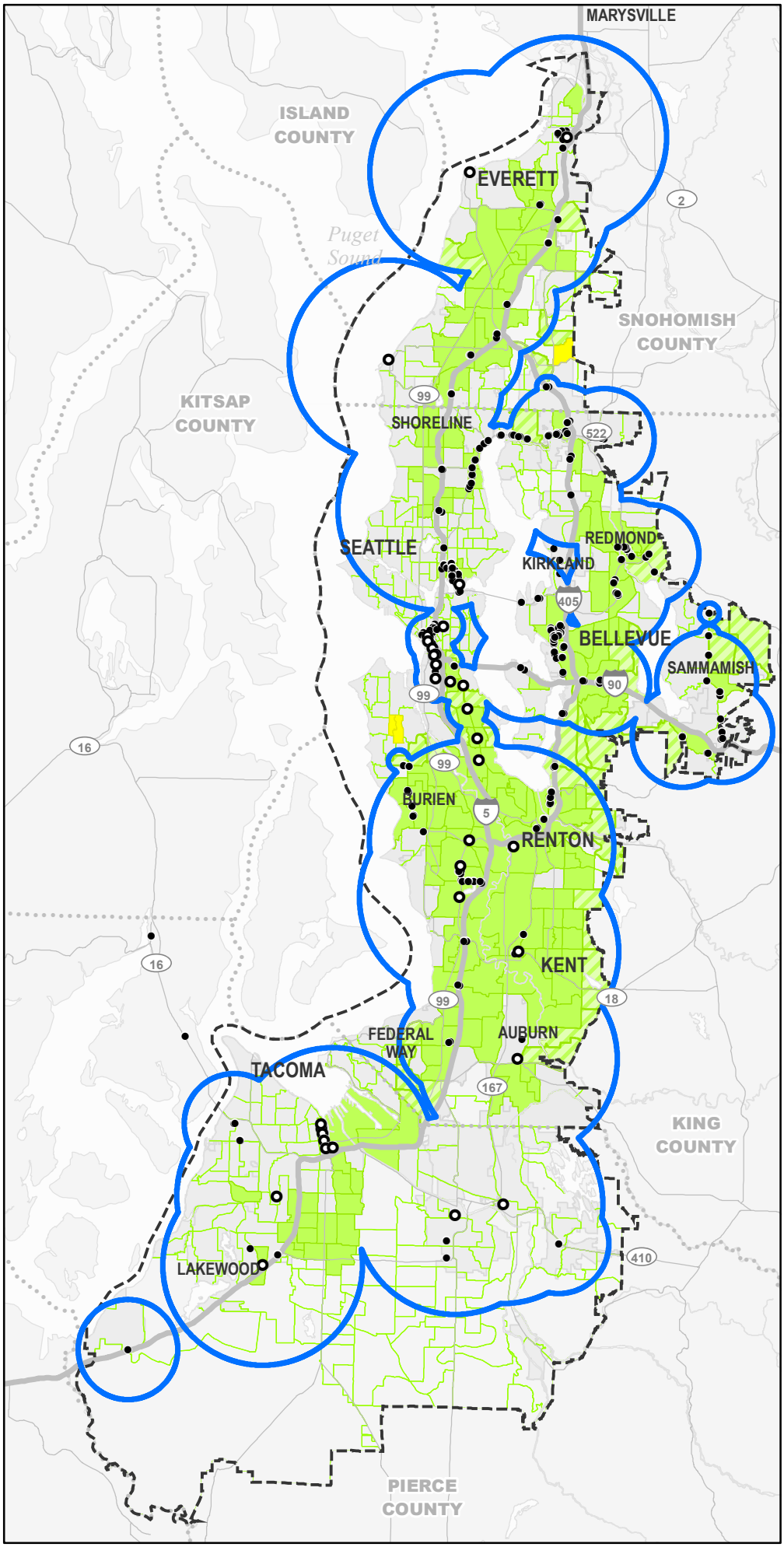
Map data source:
Limited English Proficiency (LEP) populations:
2019 American Community Survey
Table C16001.
Limited English proficiency is defined as speaking English less than, "Very Well."

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map V-3

Sound Transit Title VI Maps

Sound Transit stops and limited English proficiency (LEP) populations

The effective transit service area is the geographic area with reasonable access to Sound Transit service.

Legend

- Sound Transit District
- Census Tracts (2010)
- Above average % of LEP residents, completely inside the effective transit service area
- Above average % of LEP residents, partially inside effect. transit service area
- Above average % of LEP residents, with no ST service
- Effective transit service area
- Rail Station
- Sound Transit Express bus stop

% limited English proficiency residents:

Sound Transit district: **10.1%**
Effective transit service area: **10.8%**

Notes: Effective transit service area-
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

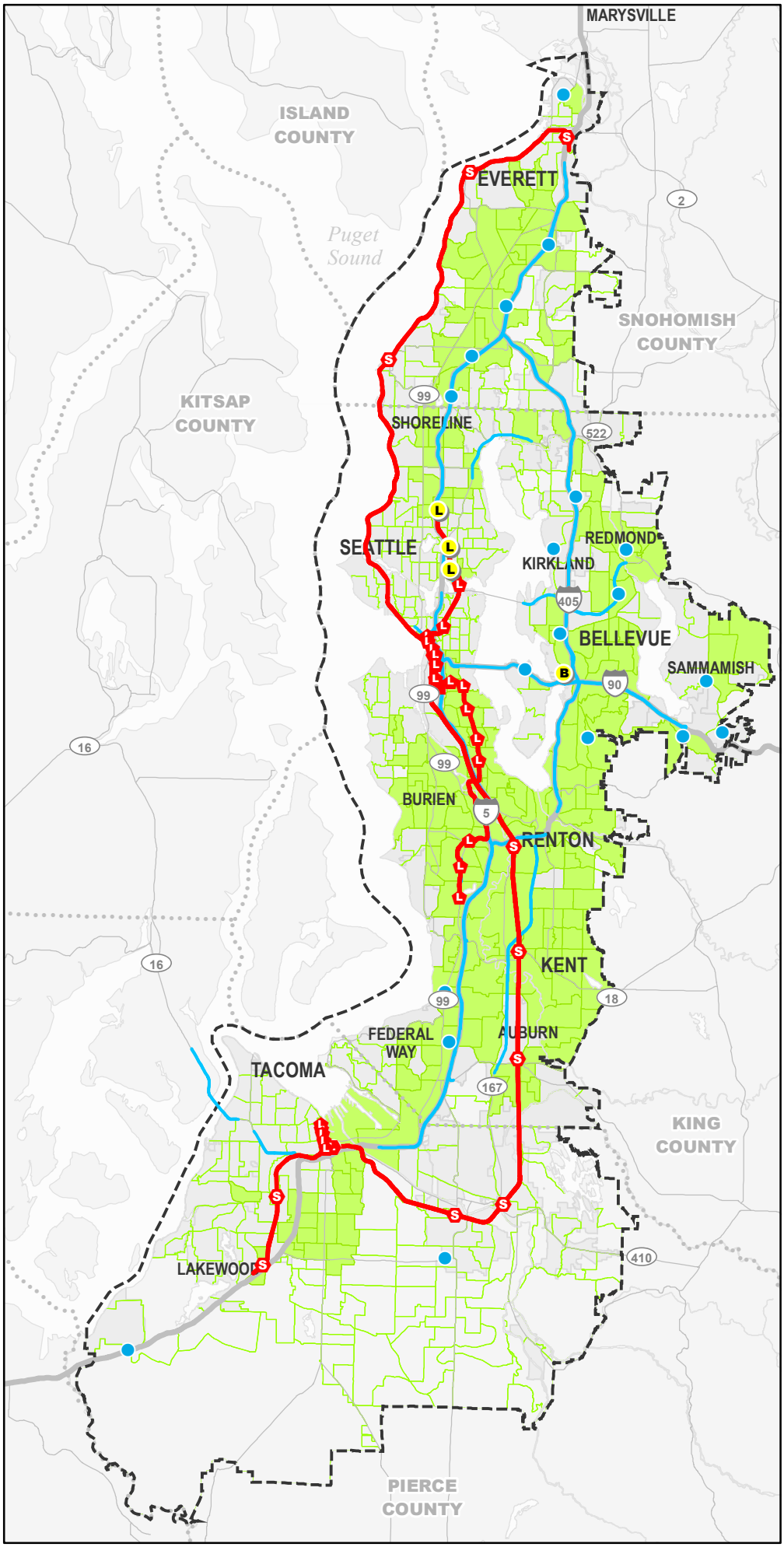
Map data source:
Limited English Proficiency (LEP) populations:
2019 American Community Survey
Table C16001.
Limited English proficiency is defined as speaking English less than, "Very Well."

N

Scale:
0 2.5 5 10
Miles

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map V-4

Sound Transit Title VI Maps

New & renovated facilities, limited English proficiency (LEP)

Sound Transit has completed several new facilities over the past 5 years (2019-2022)

Legend

- Sound Transit District
- Census Tracts (2010)
- Tract above District average, LEP
- Light/Commuter rail sta./bus fac.
- Light rail base
- Bus* / rail fixed guideway

New transit facility (2019-22)

- Bus facility
- Light rail (Link)

Sound Transit district, % of limited English proficiency residents: **10.1%**

Map notes:
Some facilities were developed in conjunction with other transit agencies. Projects with only street improvements are not shown.

*Bus fixed guideway includes high intensity bus lanes

Map data source: Sound Transit, Limited English Proficiency (LEP) populations: 2019 American Community Survey Table C16001.
Limited English proficiency is defined as speaking English less than, "Very Well."

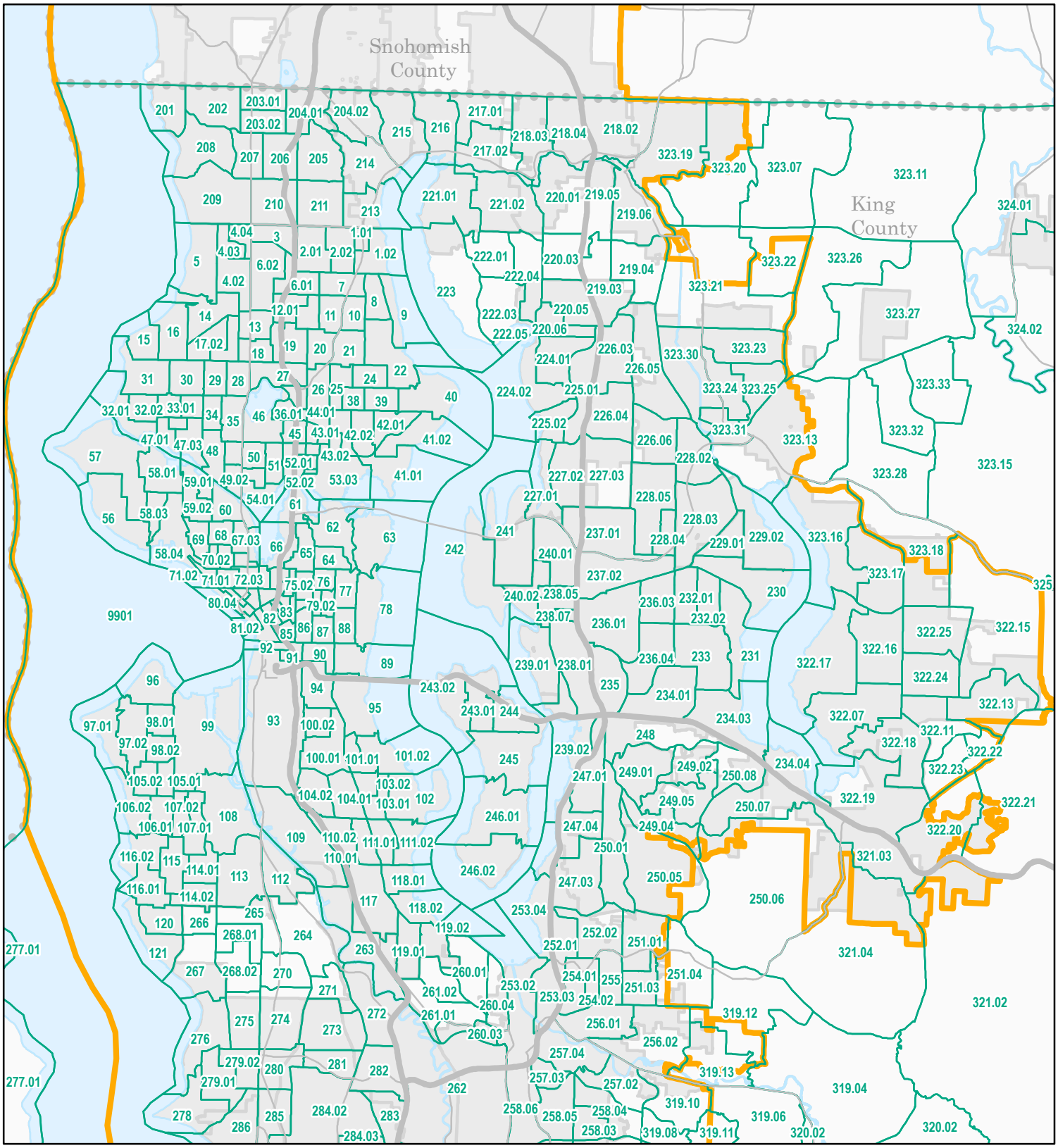
Scale: 0 2.5 5 10 Miles

N

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT

VI. Census Tract Maps & Tables



Map VI-1n

Sound Transit Title VI Maps

King County (north) // 2020 census tracts

Legend

- Sound Transit District
- 2020 Census Tracts
- Incorporated area
- Unincorporated area
- Military base

N

Scale:

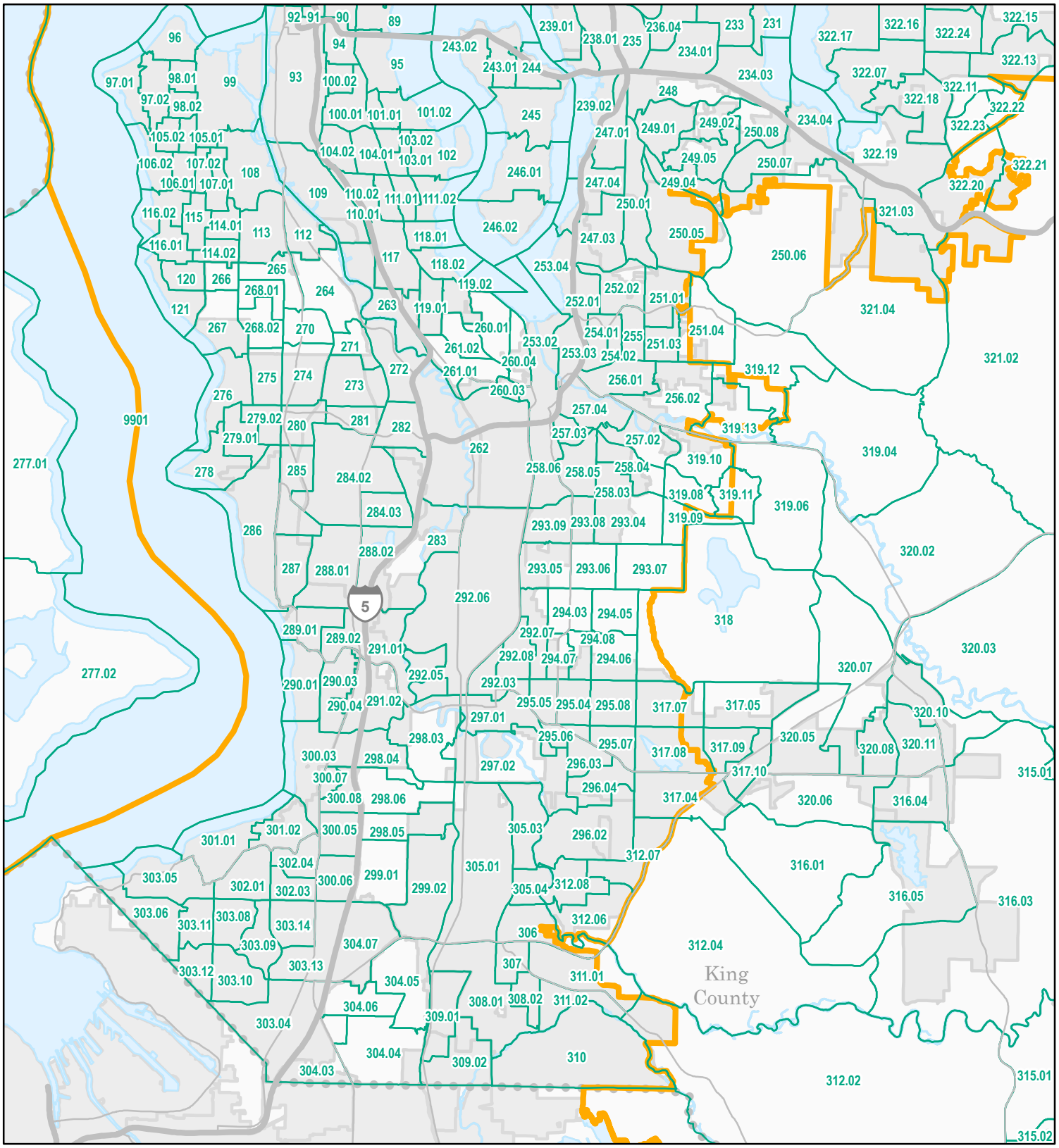
0 1.25 2.5

Miles

Only King County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map VI-1s

Sound Transit Title VI Maps

King County (south) // 2020 census tracts

Legend

- Sound Transit District
- 2020 Census Tracts
- Incorporated area
- Unincorporated area
- Military base

N

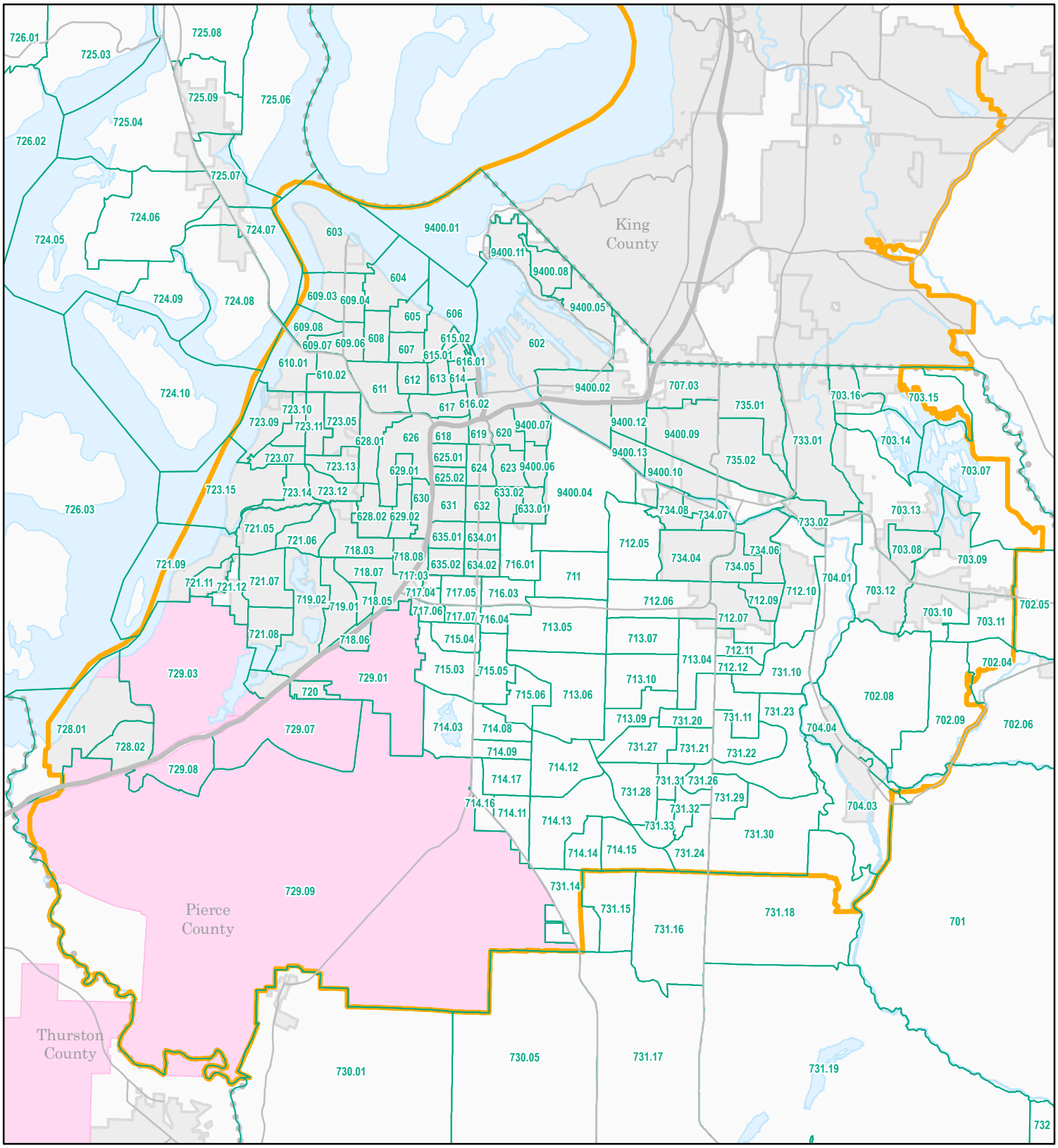
Scale:

0 1.25 2.5 Miles

Only King County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map VI-2

Sound Transit Title VI Maps

Pierce County // 2020 census tracts

Legend

- Sound Transit District
- 2020 Census Tracts
- Incorporated area
- Unincorporated area
- Military base

N

Scale:

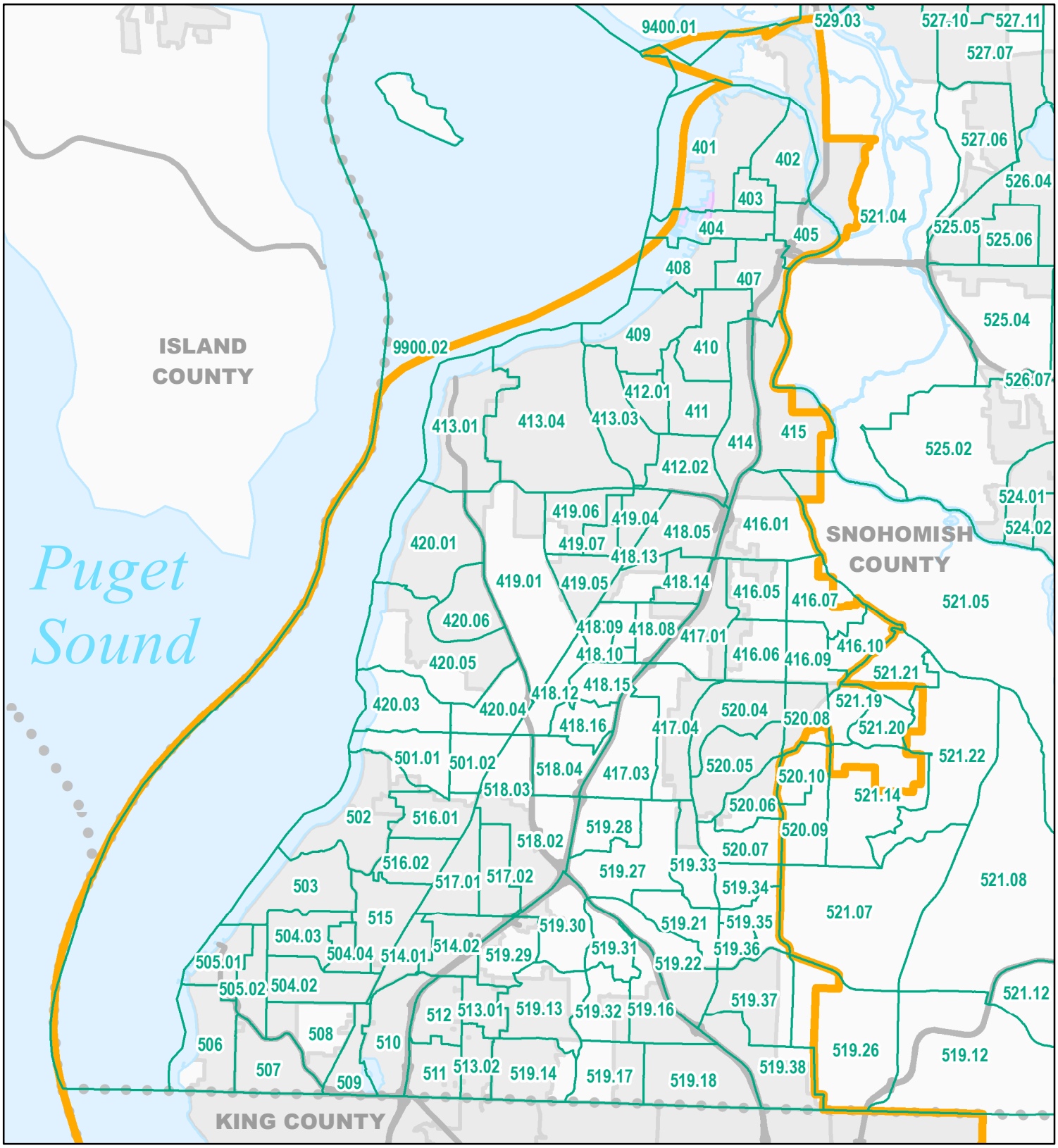
0 1.25 2.5

Miles

Only Pierce County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map VI-3

Sound Transit Title VI Maps

Snohomish County // 2020 census tracts

Legend

- Sound Transit District
- 2020 Census Tracts
- Incorporated area
- Unincorporated area
- Military base
- Major roads

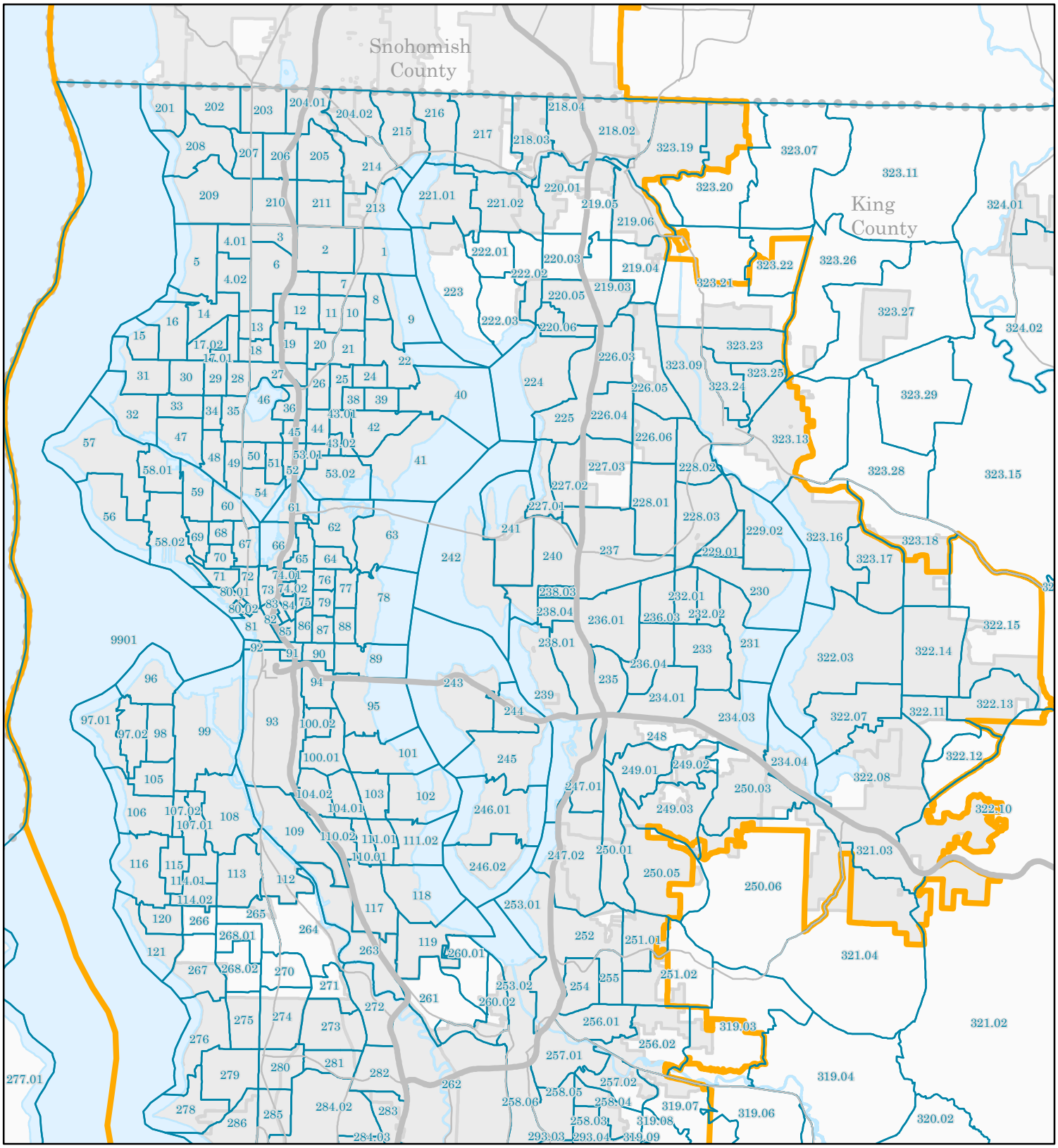
N

Scale: 0 1 2 Miles

Only Snohomish County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map VI-4n

Sound Transit Title VI Maps

King County (north) // 2010 census tracts

Legend

- Sound Transit District
- 2010 Census Tracts
- Incorporated area
- Unincorporated area
- Military base

N

Scale:

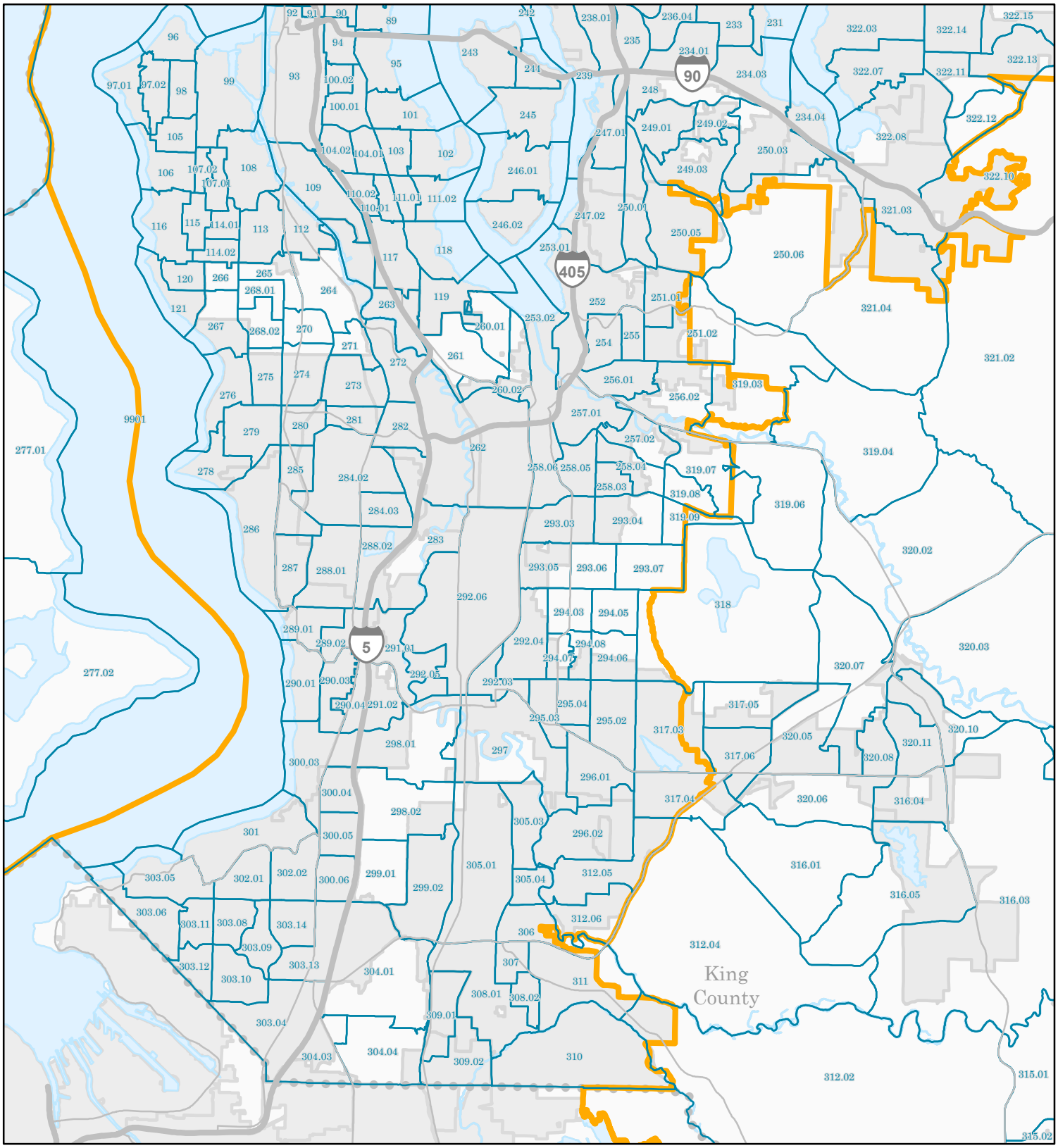
0 1.25 2.5

Miles

Only King County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map VI-4s

Sound Transit Title VI Maps

King County (south) // 2010 census tracts

Legend

- Sound Transit District
- 2010 Census Tracts
- Incorporated area
- Unincorporated area
- Military base

N

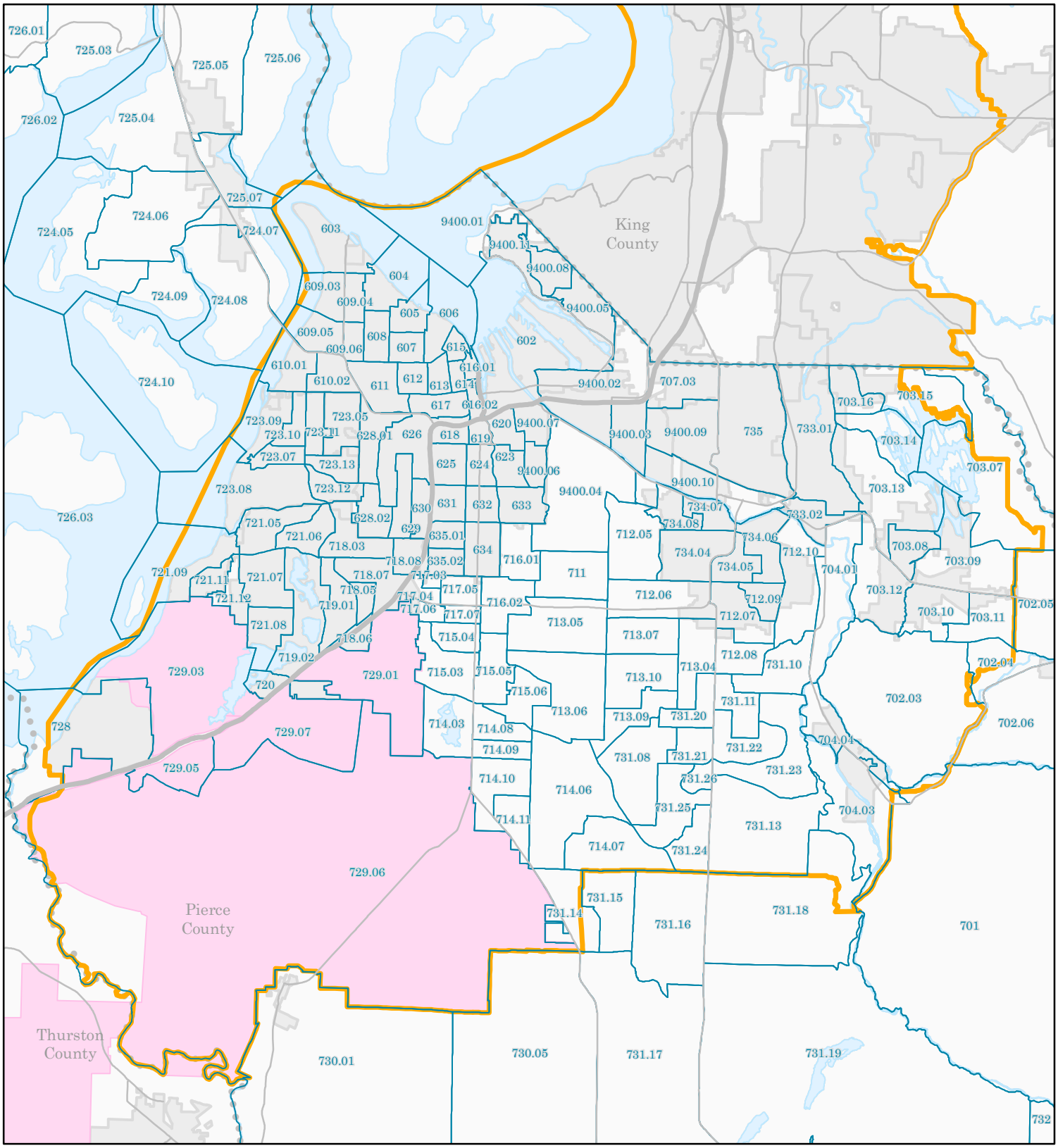
Scale:

0 1.25 2.5 Miles

Only King County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map VI-5

Sound Transit Title VI Maps

Pierce County // 2010 census tracts

Legend

- Sound Transit District
- 2010 Census Tracts
- Incorporated area
- Unincorporated area
- Military base

N

Scale:

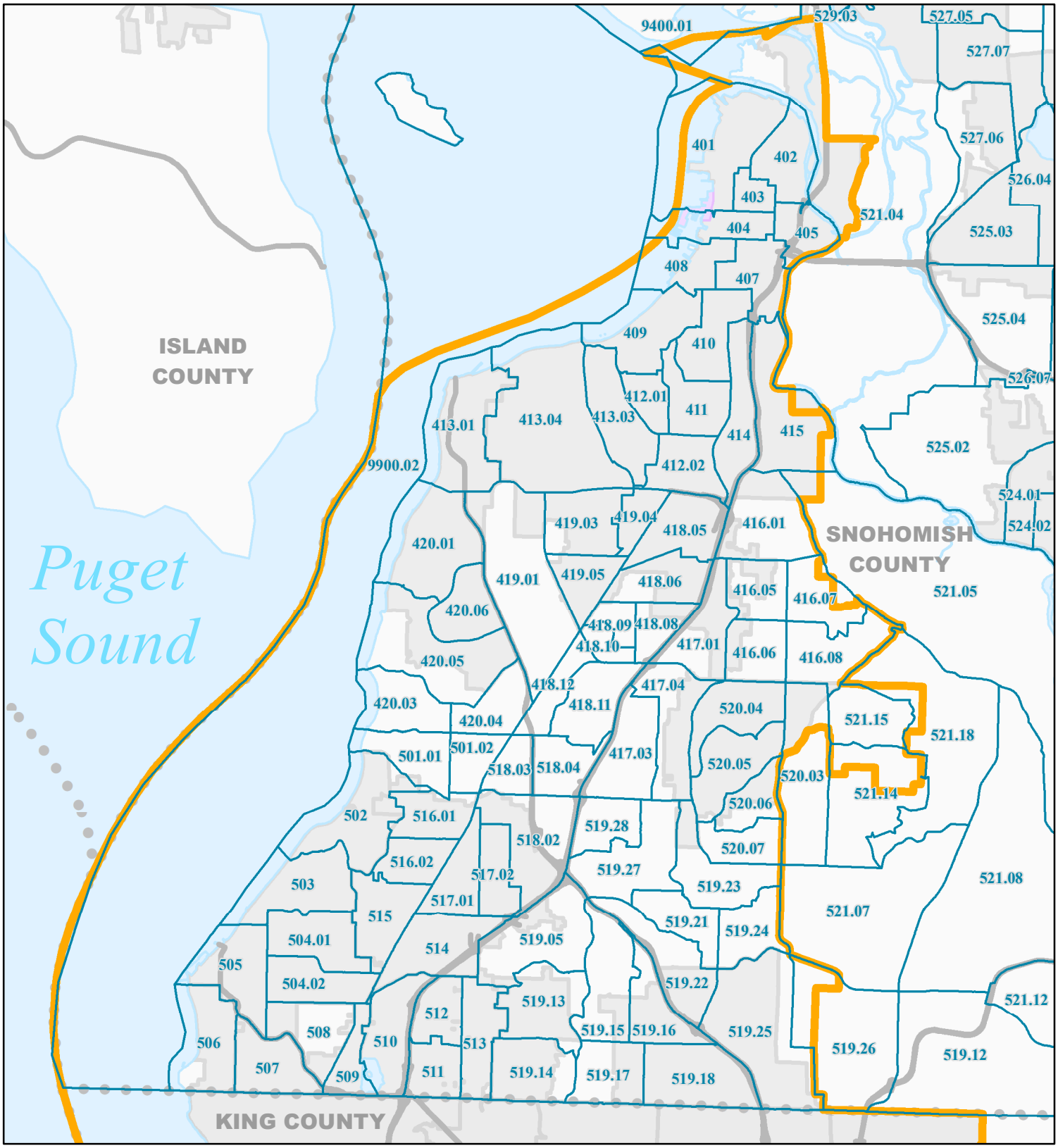
0 1.25 2.5

Miles

Only Pierce County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT



Map VI-6

Sound Transit Title VI Maps

Snohomish County // 2010 census tracts

Legend

- Sound Transit District
- 2010 Census Tracts
- Incorporated area
- Unincorporated area
- Military base
- Major roads

N

Scale: 0 1 2 Miles

Only Snohomish County Census Tracts shown.

Sound Transit GIS
Map date: 2/2022
This map is accompanied by no warranties.

SOUNDTRANSIT

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
King County:									
1.01	100%	3,759	2,218	59.0%	Yes	Yes	100%	3,759	2,218
1.02	100%	4,321	1,771	41.0%	No	Yes	100%	4,321	1,771
2.01	100%	4,416	1,943	44.0%	Yes	Yes	100%	4,416	1,943
2.02	100%	4,099	1,619	39.5%	No	Yes	100%	4,099	1,619
3	100%	2,820	1,067	37.8%	No	Yes	100%	2,820	1,067
4.02	100%	5,174	1,603	31.0%	No	Yes	100%	5,174	1,603
4.03	100%	3,074	1,094	35.6%	No	Yes	100%	3,074	1,094
4.04	100%	4,067	2,332	57.3%	Yes	Yes	100%	4,067	2,332
5	100%	3,400	663	19.5%	No	Yes	100%	3,400	663
6.01	100%	4,074	1,848	45.4%	Yes	Yes	100%	4,074	1,848
6.02	100%	4,006	1,835	45.8%	Yes	Yes	100%	4,006	1,835
7	100%	5,204	2,365	45.4%	Yes	Yes	100%	5,204	2,365
8	100%	2,693	777	28.9%	No	Yes	100%	2,693	777
9	100%	2,076	593	28.6%	No	Yes	100%	2,076	593
10	100%	2,012	761	37.8%	No	Yes	100%	2,012	761
11	100%	2,711	911	33.6%	No	Yes	100%	2,711	911
12.01	100%	3,781	1,842	48.7%	Yes	Yes	100%	3,781	1,842
12.02	100%	3,880	1,825	47.0%	Yes	Yes	100%	3,880	1,825
13	100%	5,085	2,337	46.0%	Yes	Yes	100%	5,085	2,337
14	100%	5,298	1,476	27.9%	No	Yes	100%	5,298	1,476
15	100%	2,679	465	17.4%	No	Yes	100%	2,679	465
16	100%	4,504	1,025	22.8%	No	Yes	100%	4,504	1,025
17.01	100%	4,252	1,392	32.7%	No	Yes	100%	4,252	1,392
17.02	100%	5,327	1,686	31.7%	No	Yes	100%	5,327	1,686
18	100%	5,109	1,936	37.9%	No	Yes	100%	5,109	1,936
19	100%	4,959	1,655	33.4%	No	Yes	100%	4,959	1,655
20	100%	3,723	1,059	28.4%	No	Yes	100%	3,723	1,059
21	100%	4,423	1,447	32.7%	No	Yes	100%	4,423	1,447
22	100%	5,948	1,584	26.6%	No	Yes	100%	5,948	1,584
24	100%	3,217	901	28.0%	No	Yes	100%	3,217	901
25	100%	3,155	846	26.8%	No	Yes	100%	3,155	846
26	100%	5,355	1,470	27.5%	No	Yes	100%	5,355	1,470
27	100%	5,876	1,439	24.5%	No	Yes	100%	5,876	1,439
28	100%	4,956	1,103	22.3%	No	Yes	100%	4,956	1,103
29	100%	4,690	845	18.0%	No	Yes	100%	4,690	845
30	100%	6,493	1,423	21.9%	No	Yes	100%	6,493	1,423
31	100%	6,545	1,144	17.5%	No	Yes	100%	6,545	1,144
32.01	100%	4,724	913	19.3%	No	Yes	100%	4,724	913
32.02	100%	4,781	1,082	22.6%	No	Yes	100%	4,781	1,082
33.01	100%	4,351	1,210	27.8%	No	Yes	100%	4,351	1,210
33.02	100%	3,466	859	24.8%	No	Yes	100%	3,466	859
34	100%	3,560	692	19.4%	No	Yes	100%	3,560	692

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
35	100%	4,210	772	18.3%	No	Yes	100%	4,210	772
36.01	100%	3,838	1,018	26.5%	No	Yes	100%	3,838	1,018
36.02	100%	4,574	1,644	35.9%	No	Yes	100%	4,574	1,644
38	100%	2,469	839	34.0%	No	Yes	100%	2,469	839
39	100%	3,041	879	28.9%	No	Yes	100%	3,041	879
40	100%	3,308	1,267	38.3%	No	Yes	100%	3,308	1,267
41.01	100%	3,914	772	19.7%	No	Yes	100%	3,914	772
41.02	100%	4,198	1,225	29.2%	No	Yes	100%	4,198	1,225
42.01	100%	3,959	1,188	30.0%	No	Yes	100%	3,959	1,188
42.02	100%	4,441	1,109	25.0%	No	Yes	100%	4,441	1,109
43.01	100%	3,943	1,294	32.8%	No	Yes	100%	3,943	1,294
43.02	100%	3,920	1,525	38.9%	No	Yes	100%	3,920	1,525
44.01	100%	3,810	1,094	28.7%	No	Yes	100%	3,810	1,094
44.02	100%	3,564	1,719	48.2%	Yes	Yes	100%	3,564	1,719
45	100%	2,972	841	28.3%	No	Yes	100%	2,972	841
46	100%	3,563	761	21.4%	No	Yes	100%	3,563	761
47.01	100%	3,639	950	26.1%	No	Yes	100%	3,639	950
47.02	100%	3,917	1,217	31.1%	No	Yes	100%	3,917	1,217
47.03	100%	3,635	1,069	29.4%	No	Yes	100%	3,635	1,069
48	100%	5,113	1,157	22.6%	No	Yes	100%	5,113	1,157
49.01	100%	3,846	926	24.1%	No	Yes	100%	3,846	926
49.02	100%	3,143	867	27.6%	No	Yes	100%	3,143	867
50	100%	4,523	1,239	27.4%	No	Yes	100%	4,523	1,239
51	100%	4,012	957	23.9%	No	Yes	100%	4,012	957
52.01	100%	3,898	1,505	38.6%	No	Yes	100%	3,898	1,505
52.02	100%	3,595	2,397	66.7%	Yes	Yes	100%	3,595	2,397
53.03	100%	5,310	2,735	51.5%	Yes	Yes	100%	5,310	2,735
53.04	100%	3,506	1,967	56.1%	Yes	Yes	100%	3,506	1,967
53.05	100%	2,885	1,844	63.9%	Yes	Yes	100%	2,885	1,844
53.06	100%	3,134	2,168	69.2%	Yes	Yes	100%	3,134	2,168
53.07	100%	2,921	969	33.2%	No	Yes	100%	2,921	969
54.01	100%	3,853	1,035	26.9%	No	Yes	100%	3,853	1,035
54.02	100%	3,262	877	26.9%	No	Yes	100%	3,262	877
56	100%	7,130	1,349	18.9%	No	Yes (Partial)	1%	103	19
57	100%	6,586	1,503	22.8%	No	Yes (Partial)	68%	4,510	1,029
58.01	100%	6,116	1,867	30.5%	No	Yes	100%	6,116	1,867
58.03	100%	3,347	972	29.0%	No	Yes (Partial)	50%	1,670	485
58.04	100%	2,993	1,099	36.7%	No	Yes (Partial)	25%	760	279
59.01	100%	3,570	1,126	31.5%	No	Yes	100%	3,570	1,126
59.02	100%	4,127	1,001	24.3%	No	Yes	100%	4,127	1,001
60	100%	6,061	1,705	28.1%	No	Yes	100%	6,061	1,705
61	100%	5,667	1,406	24.8%	No	Yes	100%	5,667	1,406
62	100%	4,075	917	22.5%	No	Yes (Partial)	95%	3,870	871

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63	100%	5,530	889	16.1%	No	Yes (Partial)	86%	4,764	766
64	100%	3,420	771	22.5%	No	Yes (Partial)	52%	1,780	401
65	100%	4,672	1,059	22.7%	No	Yes	100%	4,672	1,059
66	100%	4,061	1,202	29.6%	No	Yes (Partial)	100%	4,061	1,202
67.01	100%	4,060	2,387	58.8%	Yes	Yes (Partial)	61%	2,487	1,462
67.02	100%	3,256	1,423	43.7%	Yes	Yes (Partial)	8%	268	117
67.03	100%	3,259	924	28.4%	No	Yes (Partial)	76%	2,463	698
68	100%	3,341	749	22.4%	No	Yes (Partial)	86%	2,888	647
69	100%	4,698	1,034	22.0%	No	Yes (Partial)	40%	1,890	416
70.01	100%	3,757	942	25.1%	No	No	0%	-	-
70.02	100%	3,981	1,139	28.6%	No	No	0%	-	-
71.01	100%	3,221	1,349	41.9%	No	Yes (Partial)	37%	1,188	498
71.02	100%	2,661	1,083	40.7%	No	No	0%	-	-
72.01	100%	4,646	2,541	54.7%	Yes	Yes	100%	4,646	2,541
72.02	100%	4,148	2,194	52.9%	Yes	Yes	100%	4,148	2,194
72.03	100%	3,421	2,114	61.8%	Yes	Yes (Partial)	91%	3,104	1,918
73.01	100%	3,736	2,136	57.2%	Yes	Yes	100%	3,736	2,136
73.02	100%	5,290	2,754	52.1%	Yes	Yes	100%	5,290	2,754
73.03	100%	3,880	2,005	51.7%	Yes	Yes	100%	3,880	2,005
74.03	100%	2,545	820	32.2%	No	Yes	100%	2,545	820
74.04	100%	2,799	781	27.9%	No	Yes	100%	2,799	781
74.05	100%	2,801	1,149	41.0%	No	Yes	100%	2,801	1,149
74.06	100%	2,589	940	36.3%	No	Yes	100%	2,589	940
75.01	100%	3,915	1,160	29.6%	No	Yes	100%	3,915	1,160
75.02	100%	3,474	1,260	36.3%	No	Yes	100%	3,474	1,260
75.03	100%	2,460	995	40.4%	No	Yes	100%	2,460	995
76	100%	4,344	1,338	30.8%	No	Yes	100%	4,344	1,338
77	100%	5,390	2,065	38.3%	No	Yes (Partial)	30%	1,620	621
78	100%	5,285	1,312	24.8%	No	Yes (Partial)	13%	692	172
79.01	100%	2,807	911	32.5%	No	Yes	100%	2,807	911
79.02	100%	3,682	1,502	40.8%	No	Yes (Partial)	100%	3,666	1,495
80.02	100%	4,419	1,792	40.6%	No	Yes	100%	4,419	1,792
80.03	100%	4,119	1,923	46.7%	Yes	Yes (Partial)	97%	3,986	1,861
80.04	100%	3,410	1,555	45.6%	Yes	Yes (Partial)	85%	2,898	1,321
81.01	100%	2,808	1,112	39.6%	No	Yes	100%	2,808	1,112
81.02	100%	3,005	1,187	39.5%	No	Yes	100%	3,005	1,187
82	100%	4,802	2,040	42.5%	No	Yes	100%	4,802	2,040
83	100%	3,417	1,434	42.0%	No	Yes	100%	3,417	1,434
84.01	100%	3,469	1,432	41.3%	No	Yes	100%	3,469	1,432
84.02	100%	3,012	1,201	39.9%	No	Yes	100%	3,012	1,201
85	100%	4,464	2,283	51.1%	Yes	Yes	100%	4,464	2,283
86	100%	7,639	3,854	50.5%	Yes	Yes	100%	7,639	3,854
87	100%	4,244	1,889	44.5%	Yes	Yes (Partial)	54%	2,298	1,023

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88	100%	3,822	1,528	40.0%	No	Yes (Partial)	2%	89	36
89	100%	5,625	2,643	47.0%	Yes	Yes (Partial)	11%	622	292
90	100%	4,284	2,622	61.2%	Yes	Yes (Partial)	94%	4,028	2,466
91	100%	2,935	2,257	76.9%	Yes	Yes	100%	2,935	2,257
92	100%	3,374	1,958	58.0%	Yes	Yes	100%	3,374	1,958
93	100%	3,611	1,683	46.6%	Yes	Yes (Partial)	73%	2,627	1,225
94	100%	6,566	3,861	58.8%	Yes	Yes	100%	6,566	3,861
95	100%	6,747	2,983	44.2%	Yes	Yes (Partial)	94%	6,367	2,815
96	100%	5,847	1,117	19.1%	No	No	0%	-	-
97.01	100%	5,955	1,215	20.4%	No	No	0%	-	-
97.02	100%	5,911	1,164	19.7%	No	No	0%	-	-
98.01	100%	3,846	792	20.6%	No	No	0%	-	-
98.02	100%	3,523	789	22.4%	No	No	0%	-	-
99	100%	6,257	2,151	34.4%	No	Yes (Partial)	5%	326	112
100.01	100%	4,526	2,964	65.5%	Yes	Yes (Partial)	91%	4,138	2,710
100.02	100%	4,861	2,876	59.2%	Yes	Yes	100%	4,861	2,876
101.01	100%	4,328	3,107	71.8%	Yes	Yes	100%	4,328	3,107
101.02	100%	4,382	2,159	49.3%	Yes	Yes (Partial)	94%	4,132	2,036
102	100%	5,035	2,008	39.9%	No	Yes (Partial)	34%	1,706	680
103.01	100%	3,850	2,360	61.3%	Yes	Yes	100%	3,850	2,360
103.02	100%	3,767	1,736	46.1%	Yes	Yes	100%	3,767	1,736
104.01	100%	4,514	3,415	75.7%	Yes	Yes	100%	4,514	3,415
104.02	100%	5,097	3,675	72.1%	Yes	Yes (Partial)	59%	3,002	2,164
105.01	100%	4,778	1,516	31.7%	No	No	0%	-	-
105.02	100%	5,294	1,270	24.0%	No	No	0%	-	-
106.01	100%	4,074	1,033	25.4%	No	No	0%	-	-
106.02	100%	3,991	789	19.8%	No	No	0%	-	-
107.01	100%	4,121	2,200	53.4%	Yes	No	0%	-	-
107.02	100%	4,536	2,960	65.3%	Yes	No	0%	-	-
108	100%	5,063	2,427	47.9%	Yes	No	0%	-	-
109	100%	1,457	507	34.8%	No	Yes (Partial)	29%	420	146
110.01	100%	4,790	4,054	84.6%	Yes	Yes	100%	4,790	4,054
110.02	100%	4,590	4,079	88.9%	Yes	Yes (Partial)	68%	3,120	2,773
111.01	100%	5,747	4,424	77.0%	Yes	Yes	100%	5,747	4,424
111.02	100%	4,652	2,706	58.2%	Yes	Yes (Partial)	94%	4,370	2,542
112	100%	3,736	2,336	62.5%	Yes	Yes (Partial)	74%	2,749	1,719
113	100%	6,600	3,093	46.9%	Yes	Yes (Partial)	34%	2,275	1,066
114.01	100%	4,226	1,985	47.0%	Yes	Yes (Partial)	35%	1,462	687
114.02	100%	4,199	2,341	55.8%	Yes	Yes (Partial)	98%	4,120	2,297
115	100%	4,452	1,179	26.5%	No	Yes (Partial)	12%	554	147
116.01	100%	3,555	830	23.3%	No	No	0%	-	-
116.02	100%	3,321	614	18.5%	No	No	0%	-	-
117	100%	5,657	4,693	83.0%	Yes	Yes	100%	5,657	4,693

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118.01	100%	3,794	2,905	76.6%	Yes	Yes	100%	3,794	2,905
118.02	100%	4,223	3,177	75.2%	Yes	Yes	100%	4,223	3,177
119.01	100%	3,718	2,926	78.7%	Yes	Yes	100%	3,718	2,926
119.02	100%	3,869	2,415	62.4%	Yes	Yes	100%	3,869	2,415
120	100%	3,560	871	24.5%	No	Yes (Partial)	5%	165	40
121	100%	2,793	561	20.1%	No	Yes (Partial)	26%	721	145
201	100%	3,335	693	20.8%	No	Yes	100%	3,335	693
202	100%	5,887	1,767	30.0%	No	Yes	100%	5,887	1,767
203.01	100%	3,754	1,765	47.0%	Yes	Yes	100%	3,754	1,765
203.02	100%	3,718	1,557	41.9%	No	Yes	100%	3,718	1,557
204.01	100%	3,917	1,508	38.5%	No	Yes	100%	3,917	1,508
204.02	100%	5,682	1,951	34.3%	No	Yes	100%	5,682	1,951
205	100%	7,451	2,977	40.0%	No	Yes	100%	7,451	2,977
206	100%	3,842	1,618	42.1%	No	Yes	100%	3,842	1,618
207	100%	4,170	1,892	45.4%	Yes	Yes	100%	4,170	1,892
208	100%	4,599	1,134	24.7%	No	Yes	100%	4,599	1,134
209	100%	3,700	1,378	37.2%	No	Yes	100%	3,700	1,378
210	100%	5,966	2,571	43.1%	No	Yes	100%	5,966	2,571
211	100%	4,543	1,855	40.8%	No	Yes	100%	4,543	1,855
213	100%	4,030	1,414	35.1%	No	Yes	100%	4,030	1,414
214	100%	3,907	909	23.3%	No	Yes	100%	3,907	909
215	100%	4,622	1,110	24.0%	No	Yes (Partial)	93%	4,297	1,032
216	100%	5,458	1,617	29.6%	No	Yes (Partial)	50%	2,711	803
217.01	100%	4,604	1,869	40.6%	No	Yes (Partial)	95%	4,366	1,772
217.02	100%	4,656	1,775	38.1%	No	Yes	100%	4,656	1,775
218.02	100%	6,090	2,431	39.9%	No	Yes (Partial)	100%	6,090	2,431
218.03	100%	6,097	1,854	30.4%	No	Yes	100%	6,097	1,854
218.04	100%	5,632	1,851	32.9%	No	Yes	100%	5,632	1,851
219.03	100%	6,187	2,081	33.6%	No	Yes	100%	6,187	2,081
219.04	100%	5,762	2,817	48.9%	Yes	Yes	100%	5,762	2,817
219.05	100%	5,540	2,152	38.8%	No	Yes	100%	5,540	2,152
219.06	100%	4,673	1,929	41.3%	No	Yes	100%	4,673	1,929
220.01	100%	5,570	1,762	31.6%	No	Yes	100%	5,570	1,762
220.03	100%	5,109	1,774	34.7%	No	Yes	100%	5,109	1,774
220.05	100%	5,132	2,076	40.5%	No	Yes	100%	5,132	2,076
220.06	100%	3,935	1,303	33.1%	No	Yes	100%	3,935	1,303
221.01	100%	5,257	1,466	27.9%	No	Yes	100%	5,257	1,466
221.02	100%	6,921	2,340	33.8%	No	Yes	100%	6,921	2,340
222.01	100%	4,583	1,268	27.7%	No	Yes	100%	4,583	1,268
222.03	100%	5,419	1,709	31.5%	No	Yes	100%	5,419	1,709
222.04	100%	3,815	1,203	31.5%	No	Yes	100%	3,815	1,203
222.05	100%	4,071	1,296	31.8%	No	Yes	100%	4,071	1,296
223	100%	2,878	657	22.8%	No	Yes (Partial)	100%	2,878	657

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224.01	100%	4,045	1,169	28.9%	No	Yes	100%	4,045	1,169
224.02	100%	5,544	1,433	25.8%	No	Yes (Partial)	67%	3,719	961
225.01	100%	4,390	1,477	33.6%	No	Yes (Partial)	69%	3,048	1,026
225.02	100%	4,725	1,370	29.0%	No	Yes (Partial)	4%	170	49
226.03	100%	6,488	2,838	43.7%	Yes	Yes	100%	6,488	2,838
226.04	100%	5,238	2,174	41.5%	No	Yes (Partial)	80%	4,181	1,735
226.05	100%	6,300	3,308	52.5%	Yes	Yes	100%	6,300	3,308
226.06	100%	6,060	2,752	45.4%	Yes	Yes	100%	6,060	2,752
227.01	100%	3,284	980	29.8%	No	Yes (Partial)	91%	2,997	894
227.02	100%	4,185	1,280	30.6%	No	Yes (Partial)	55%	2,283	698
227.03	100%	2,655	959	36.1%	No	Yes (Partial)	78%	2,067	746
228.02	100%	5,515	2,760	50.0%	Yes	Yes	100%	5,515	2,760
228.03	100%	7,566	5,248	69.4%	Yes	Yes	100%	7,566	5,248
228.04	100%	4,936	3,579	72.5%	Yes	Yes	100%	4,936	3,579
228.05	100%	4,181	2,566	61.4%	Yes	Yes	100%	4,181	2,566
229.01	100%	3,000	1,387	46.2%	Yes	Yes	100%	3,000	1,387
229.02	100%	6,821	2,947	43.2%	No	Yes	100%	6,821	2,947
230	100%	7,193	3,463	48.1%	Yes	Yes (Partial)	99%	7,118	3,427
231	100%	4,158	1,971	47.4%	Yes	Yes (Partial)	88%	3,650	1,730
232.01	100%	6,652	4,661	70.1%	Yes	Yes	100%	6,652	4,661
232.02	100%	5,017	3,269	65.2%	Yes	Yes	100%	5,017	3,269
233	100%	6,895	3,153	45.7%	Yes	Yes (Partial)	100%	6,895	3,153
234.01	100%	4,206	2,361	56.1%	Yes	Yes	100%	4,206	2,361
234.03	100%	4,371	1,879	43.0%	No	Yes (Partial)	99%	4,316	1,855
234.04	100%	3,442	927	26.9%	No	Yes (Partial)	97%	3,352	903
235	100%	4,063	1,931	47.5%	Yes	Yes	100%	4,063	1,931
236.01	100%	4,412	2,316	52.5%	Yes	Yes (Partial)	100%	4,412	2,316
236.03	100%	6,705	4,701	70.1%	Yes	Yes	100%	6,705	4,701
236.04	100%	6,581	3,851	58.5%	Yes	Yes	100%	6,581	3,851
237.01	100%	4,254	1,812	42.6%	No	Yes	100%	4,254	1,812
237.02	100%	1,165	767	65.8%	Yes	Yes (Partial)	92%	1,067	703
238.01	100%	3,536	1,842	52.1%	Yes	Yes	100%	3,536	1,842
238.05	100%	3,076	1,669	54.3%	Yes	Yes	100%	3,076	1,669
238.06	100%	3,115	1,805	57.9%	Yes	Yes	100%	3,115	1,805
238.07	100%	5,750	2,838	49.4%	Yes	Yes	100%	5,750	2,838
238.08	100%	2,869	1,792	62.5%	Yes	Yes	100%	2,869	1,792
239.01	100%	4,551	1,827	40.1%	No	Yes	100%	4,551	1,827
239.02	100%	3,040	1,236	40.7%	No	Yes (Partial)	98%	2,979	1,211
240.01	100%	4,791	2,653	55.4%	Yes	Yes	100%	4,791	2,653
240.02	100%	4,230	2,187	51.7%	Yes	Yes	100%	4,230	2,187
241	100%	4,717	1,761	37.3%	No	Yes	100%	4,717	1,761
242	100%	2,898	1,053	36.3%	No	Yes	100%	2,898	1,053
243.01	100%	5,153	2,110	40.9%	No	Yes	100%	5,153	2,110

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
243.02	100%	3,954	1,367	34.6%	No	Yes	100%	3,954	1,367
244	100%	3,053	1,162	38.1%	No	Yes	100%	3,053	1,162
245	100%	5,192	1,837	35.4%	No	Yes	100%	5,192	1,837
246.01	100%	4,665	1,415	30.3%	No	Yes (Partial)	23%	1,075	326
246.02	100%	3,731	1,215	32.6%	No	Yes (Partial)	33%	1,234	402
247.01	100%	4,053	2,312	57.0%	Yes	Yes (Partial)	99%	4,010	2,287
247.03	100%	3,984	1,759	44.2%	Yes	Yes (Partial)	19%	740	327
247.04	100%	3,799	1,774	46.7%	Yes	Yes (Partial)	10%	366	171
248	100%	6,299	3,885	61.7%	Yes	Yes	100%	6,299	3,885
249.01	100%	5,344	3,473	65.0%	Yes	Yes	100%	5,344	3,473
249.02	100%	4,176	2,310	55.3%	Yes	Yes	100%	4,176	2,310
249.04	96%	2,805	1,784	63.6%	Yes	Yes (Partial)	71%	2,059	1,310
249.05	100%	4,115	2,386	58.0%	Yes	Yes (Partial)	100%	4,114	2,385
250.01	100%	5,638	2,836	50.3%	Yes	Yes (Partial)	27%	1,545	777
250.05	95%	5,882	3,222	54.8%	Yes	Yes (Partial)	2%	116	63
250.06	46%	3,041	1,333	43.8%	Yes	Yes (Partial)	41%	2,732	1,198
250.07	100%	4,868	2,449	50.3%	Yes	Yes (Partial)	81%	3,944	1,984
250.08	100%	2,499	1,135	45.4%	Yes	Yes	100%	2,499	1,135
251.01	91%	5,515	2,930	53.1%	Yes	Yes (Partial)	26%	1,567	832
251.03	100%	5,073	3,185	62.8%	Yes	Yes (Partial)	89%	4,520	2,838
251.04	16%	713	383	53.6%	Yes	Yes (Partial)	5%	233	125
252.01	100%	3,965	2,032	51.2%	Yes	Yes	100%	3,965	2,032
252.02	100%	4,674	2,507	53.6%	Yes	Yes (Partial)	86%	4,019	2,156
253.02	100%	5,292	2,958	55.9%	Yes	Yes	100%	5,292	2,958
253.03	100%	2,986	1,638	54.9%	Yes	Yes	100%	2,986	1,638
253.04	100%	3,733	1,542	41.3%	No	Yes (Partial)	95%	3,550	1,466
254.01	100%	3,997	2,487	62.2%	Yes	Yes	100%	3,997	2,487
254.02	100%	3,785	2,248	59.4%	Yes	Yes	100%	3,785	2,248
255	100%	5,314	3,136	59.0%	Yes	Yes	100%	5,314	3,136
256.01	100%	5,366	3,353	62.5%	Yes	Yes	100%	5,366	3,353
256.02	99%	7,085	3,520	49.7%	Yes	Yes (Partial)	82%	5,850	2,907
257.02	100%	3,606	1,681	46.6%	Yes	Yes	100%	3,606	1,681
257.03	100%	3,428	1,852	54.0%	Yes	Yes	100%	3,428	1,852
257.04	100%	2,986	1,278	42.8%	No	Yes	100%	2,986	1,278
258.03	100%	5,261	3,070	58.4%	Yes	Yes	100%	5,261	3,070
258.04	100%	3,757	1,876	49.9%	Yes	Yes	100%	3,757	1,876
258.05	100%	5,606	3,343	59.6%	Yes	Yes	100%	5,606	3,343
258.06	100%	5,303	3,618	68.2%	Yes	Yes	100%	5,303	3,618
260.01	100%	5,551	3,558	64.1%	Yes	Yes	100%	5,551	3,558
260.03	100%	4,599	3,728	81.1%	Yes	Yes	100%	4,599	3,728
260.04	100%	3,927	2,668	67.9%	Yes	Yes	100%	3,927	2,668
261.01	100%	4,052	3,031	74.8%	Yes	Yes	100%	4,052	3,031
261.02	100%	3,646	2,956	81.1%	Yes	Yes	100%	3,646	2,956

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
262	100%	6,469	4,244	65.6%	Yes	Yes	100%	6,469	4,244
263	100%	1,743	1,218	69.9%	Yes	Yes	100%	1,743	1,218
264	100%	5,982	3,572	59.7%	Yes	Yes	100%	5,982	3,572
265	100%	4,384	2,954	67.4%	Yes	Yes	100%	4,384	2,954
266	100%	2,484	1,350	54.3%	Yes	Yes (Partial)	94%	2,333	1,268
267	100%	5,856	2,536	43.3%	No	Yes	100%	5,856	2,536
268.01	100%	6,594	4,562	69.2%	Yes	Yes	100%	6,594	4,562
268.02	100%	6,238	4,345	69.7%	Yes	Yes	100%	6,238	4,345
270	100%	3,453	2,021	58.5%	Yes	Yes	100%	3,453	2,021
271	100%	3,773	2,379	63.1%	Yes	Yes	100%	3,773	2,379
272	100%	2,931	1,983	67.7%	Yes	Yes	100%	2,931	1,983
273	100%	6,670	4,870	73.0%	Yes	Yes	100%	6,670	4,870
274	100%	5,781	3,453	59.7%	Yes	Yes	100%	5,781	3,453
275	100%	4,977	2,628	52.8%	Yes	Yes	100%	4,977	2,628
276	100%	4,324	2,124	49.1%	Yes	Yes	100%	4,324	2,124
278	100%	3,316	570	17.2%	No	Yes	100%	3,316	570
279.01	100%	3,757	1,163	31.0%	No	Yes	100%	3,757	1,163
279.02	100%	3,885	1,762	45.4%	Yes	Yes	100%	3,885	1,762
280	100%	3,797	2,510	66.1%	Yes	Yes	100%	3,797	2,510
281	100%	2,934	2,404	81.9%	Yes	Yes	100%	2,934	2,404
282	100%	5,128	3,691	72.0%	Yes	Yes	100%	5,128	3,691
283	100%	6,194	3,895	62.9%	Yes	Yes	100%	6,194	3,895
284.02	100%	5,921	4,436	74.9%	Yes	Yes	100%	5,921	4,436
284.03	100%	5,787	3,868	66.8%	Yes	Yes	100%	5,787	3,868
285	100%	4,680	2,550	54.5%	Yes	Yes	100%	4,680	2,550
286	100%	6,662	1,588	23.8%	No	Yes	100%	6,662	1,588
287	100%	5,418	1,891	34.9%	No	Yes	100%	5,418	1,891
288.01	100%	3,732	1,684	45.1%	Yes	Yes	100%	3,732	1,684
288.02	100%	6,976	4,973	71.3%	Yes	Yes	100%	6,976	4,973
289.01	100%	3,653	1,379	37.7%	No	Yes	100%	3,653	1,379
289.02	100%	7,177	5,202	72.5%	Yes	Yes	100%	7,177	5,202
290.01	100%	4,485	1,649	36.8%	No	Yes	100%	4,485	1,649
290.03	100%	6,266	3,908	62.4%	Yes	Yes	100%	6,266	3,908
290.04	100%	4,016	3,013	75.0%	Yes	Yes	100%	4,016	3,013
291.01	100%	4,231	3,058	72.3%	Yes	Yes	100%	4,231	3,058
291.02	100%	4,675	2,774	59.3%	Yes	Yes	100%	4,675	2,774
292.03	100%	4,405	2,481	56.3%	Yes	Yes	100%	4,405	2,481
292.05	100%	5,119	3,195	62.4%	Yes	Yes	100%	5,119	3,195
292.06	100%	4,582	3,084	67.3%	Yes	Yes	100%	4,582	3,084
292.07	100%	2,917	1,762	60.4%	Yes	Yes	100%	2,917	1,762
292.08	100%	4,520	3,111	68.8%	Yes	Yes	100%	4,520	3,111
293.04	100%	5,750	3,088	53.7%	Yes	Yes	100%	5,750	3,088
293.05	100%	4,667	2,904	62.2%	Yes	Yes	100%	4,667	2,904

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
293.06	100%	4,361	2,649	60.7%	Yes	Yes	100%	4,361	2,649
293.07	100%	3,903	1,668	42.7%	No	Yes (Partial)	99%	3,854	1,647
293.08	100%	3,534	2,387	67.5%	Yes	Yes	100%	3,534	2,387
293.09	100%	5,047	3,053	60.5%	Yes	Yes	100%	5,047	3,053
294.03	100%	6,306	4,039	64.1%	Yes	Yes	100%	6,306	4,039
294.05	100%	6,269	3,638	58.0%	Yes	Yes	100%	6,269	3,638
294.06	100%	5,346	3,104	58.1%	Yes	Yes	100%	5,346	3,104
294.07	100%	5,112	3,280	64.2%	Yes	Yes	100%	5,112	3,280
294.08	100%	4,626	3,168	68.5%	Yes	Yes	100%	4,626	3,168
295.04	100%	6,469	4,187	64.7%	Yes	Yes	100%	6,469	4,187
295.05	100%	3,963	2,694	68.0%	Yes	Yes	100%	3,963	2,694
295.06	100%	4,844	3,364	69.4%	Yes	Yes	100%	4,844	3,364
295.07	100%	3,674	1,928	52.5%	Yes	Yes	100%	3,674	1,928
295.08	100%	4,165	2,437	58.5%	Yes	Yes	100%	4,165	2,437
296.02	100%	7,288	3,468	47.6%	Yes	Yes	100%	7,288	3,468
296.03	100%	3,925	2,687	68.5%	Yes	Yes	100%	3,925	2,687
296.04	100%	3,888	2,138	55.0%	Yes	Yes	100%	3,888	2,138
297.01	100%	5,089	2,537	49.9%	Yes	Yes	100%	5,089	2,537
297.02	100%	3,226	1,724	53.4%	Yes	Yes (Partial)	100%	3,226	1,724
298.03	100%	4,347	2,523	58.0%	Yes	Yes	100%	4,347	2,523
298.04	100%	4,468	2,368	53.0%	Yes	Yes	100%	4,468	2,368
298.05	100%	5,153	2,502	48.6%	Yes	Yes	100%	5,153	2,502
298.06	100%	4,548	2,385	52.4%	Yes	Yes	100%	4,548	2,385
299.01	100%	4,834	1,995	41.3%	No	Yes	100%	4,834	1,995
299.02	100%	5,744	2,586	45.0%	Yes	Yes	100%	5,744	2,586
300.03	100%	6,592	3,550	53.9%	Yes	Yes	100%	6,592	3,550
300.05	100%	6,117	4,096	67.0%	Yes	Yes	100%	6,117	4,096
300.06	100%	4,318	2,934	67.9%	Yes	Yes	100%	4,318	2,934
300.07	100%	4,554	3,699	81.2%	Yes	Yes	100%	4,554	3,699
300.08	100%	4,745	3,303	69.6%	Yes	Yes	100%	4,745	3,303
301.01	100%	3,772	1,609	42.7%	No	Yes (Partial)	38%	1,437	613
301.02	100%	3,694	1,303	35.3%	No	Yes	100%	3,694	1,303
302.01	100%	5,662	3,221	56.9%	Yes	Yes (Partial)	97%	5,508	3,133
302.03	100%	4,167	2,910	69.8%	Yes	Yes	100%	4,167	2,910
302.04	100%	3,803	2,064	54.3%	Yes	Yes (Partial)	100%	3,803	2,064
303.04	100%	4,537	2,461	54.2%	Yes	Yes (Partial)	86%	3,889	2,109
303.05	100%	5,425	2,406	44.4%	Yes	No	0%	-	-
303.06	100%	5,864	2,729	46.5%	Yes	Yes (Partial)	46%	2,709	1,261
303.08	100%	6,883	4,395	63.9%	Yes	Yes (Partial)	74%	5,064	3,234
303.09	100%	5,906	3,654	61.9%	Yes	Yes	100%	5,906	3,654
303.1	100%	6,466	3,873	59.9%	Yes	Yes (Partial)	55%	3,541	2,121
303.11	100%	5,093	2,808	55.1%	Yes	Yes (Partial)	6%	301	166
303.12	100%	5,538	3,271	59.1%	Yes	Yes (Partial)	92%	5,092	3,008

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
303.13	100%	4,835	3,133	64.8%	Yes	Yes	100%	4,835	3,133
303.14	100%	4,655	2,659	57.1%	Yes	Yes	100%	4,655	2,659
304.03	100%	4,638	1,725	37.2%	No	Yes (Partial)	97%	4,514	1,679
304.04	100%	5,264	1,930	36.7%	No	Yes	100%	5,264	1,930
304.05	100%	3,559	1,246	35.0%	No	Yes	100%	3,559	1,246
304.06	100%	3,145	1,389	44.2%	Yes	Yes	100%	3,145	1,389
304.07	100%	3,151	2,047	65.0%	Yes	Yes	100%	3,151	2,047
305.01	100%	2,985	1,246	41.7%	No	Yes	100%	2,985	1,246
305.03	100%	6,406	3,460	54.0%	Yes	Yes	100%	6,406	3,460
305.04	100%	5,137	2,326	45.3%	Yes	Yes	100%	5,137	2,326
306	91%	5,271	2,126	40.3%	No	Yes (Partial)	91%	5,271	2,126
307	100%	4,317	2,170	50.3%	Yes	Yes	100%	4,317	2,170
308.01	100%	7,411	4,730	63.8%	Yes	Yes	100%	7,411	4,730
308.02	100%	4,460	2,389	53.6%	Yes	Yes	100%	4,460	2,389
309.01	100%	3,916	1,717	43.8%	Yes	Yes	100%	3,916	1,717
309.02	100%	6,262	3,057	48.8%	Yes	Yes	100%	6,262	3,057
310	100%	4,934	1,982	40.2%	No	Yes (Partial)	98%	4,861	1,952
311.01	72%	2,698	1,455	53.9%	Yes	Yes (Partial)	72%	2,698	1,455
311.02	100%	3,718	1,935	52.0%	Yes	Yes	100%	3,718	1,935
312.02	3%	233	84	36.1%	No	Yes (Partial)	3%	232	84
312.06	100%	5,211	2,414	46.3%	Yes	Yes (Partial)	100%	5,211	2,414
312.07	100%	5,259	3,010	57.2%	Yes	Yes (Partial)	100%	5,259	3,010
312.08	100%	4,282	1,896	44.3%	Yes	Yes	100%	4,282	1,896
317.04	65%	4,056	2,011	49.6%	Yes	Yes (Partial)	58%	3,590	1,780
317.07	76%	2,836	1,158	40.8%	No	Yes (Partial)	76%	2,836	1,158
317.08	80%	3,196	1,194	37.4%	No	Yes (Partial)	78%	3,108	1,161
318	8%	391	136	34.7%	No	Yes (Partial)	8%	390	136
319.08	100%	4,470	2,077	46.5%	Yes	Yes (Partial)	78%	3,470	1,613
319.09	67%	2,046	895	43.7%	Yes	Yes (Partial)	67%	2,045	895
319.1	99%	3,812	1,693	44.4%	Yes	Yes (Partial)	62%	2,379	1,057
319.11	54%	2,268	1,087	47.9%	Yes	No	0%	-	-
319.12	26%	1,024	335	32.7%	No	No	0%	-	-
319.13	62%	2,299	931	40.5%	No	No	0%	1	1
321.02	2%	75	13	17.2%	No	Yes (Partial)	2%	75	13
321.03	100%	6,347	1,958	30.8%	No	Yes	100%	6,347	1,958
321.04	35%	2,215	558	25.2%	No	Yes (Partial)	35%	2,214	558
322.07	100%	3,809	1,384	36.3%	No	Yes	100%	3,809	1,384
322.11	100%	5,359	2,674	49.9%	Yes	Yes	100%	5,359	2,674
322.13	88%	3,892	1,380	35.5%	No	Yes (Partial)	61%	2,682	951
322.15	71%	4,127	2,174	52.7%	Yes	Yes (Partial)	17%	1,012	533
322.16	100%	4,825	2,658	55.1%	Yes	Yes	100%	4,825	2,658
322.17	100%	4,340	1,648	38.0%	No	Yes (Partial)	88%	3,830	1,454
322.18	100%	5,442	2,045	37.6%	No	Yes	100%	5,442	2,045

Minority Population by Census Tract (From 2020 US Census)

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322.19	100%	4,529	2,046	45.2%	Yes	Yes	100%	4,529	2,046
322.2	67%	5,925	3,040	51.3%	Yes	Yes (Partial)	67%	5,925	3,040
322.21	6%	401	177	44.0%	Yes	Yes (Partial)	4%	296	131
322.22	100%	3,880	1,901	49.0%	Yes	Yes (Partial)	100%	3,880	1,901
322.23	100%	4,727	2,272	48.1%	Yes	Yes	100%	4,727	2,272
322.24	100%	3,456	2,279	65.9%	Yes	Yes	100%	3,456	2,279
322.25	100%	4,313	2,418	56.1%	Yes	Yes (Partial)	90%	3,901	2,187
323.13	50%	3,817	2,647	69.3%	Yes	Yes (Partial)	50%	3,817	2,647
323.16	92%	5,433	2,208	40.6%	No	Yes (Partial)	40%	2,334	949
323.17	100%	6,617	2,489	37.6%	No	Yes (Partial)	36%	2,414	908
323.18	35%	2,448	1,332	54.4%	Yes	Yes (Partial)	16%	1,107	603
323.19	85%	5,152	1,493	29.0%	No	Yes (Partial)	85%	5,152	1,493
323.2	32%	1,431	280	19.6%	No	Yes (Partial)	32%	1,431	280
323.21	62%	4,884	2,632	53.9%	Yes	Yes (Partial)	47%	3,702	1,995
323.22	69%	2,262	669	29.6%	No	No	0%	-	-
323.23	100%	6,630	2,977	44.9%	Yes	Yes (Partial)	100%	6,630	2,977
323.24	100%	5,866	2,682	45.7%	Yes	Yes	100%	5,866	2,682
323.25	100%	7,196	3,958	55.0%	Yes	Yes	100%	7,196	3,958
323.3	100%	5,224	2,934	56.2%	Yes	Yes	100%	5,224	2,934
323.31	100%	5,509	2,831	51.4%	Yes	Yes	100%	5,509	2,831
Pierce County:									
602	100%	2,247	1,145	51.0%	Yes	Yes	100%	2,247	1,145
603	100%	5,424	1,071	19.7%	No	Yes (Partial)	3%	146	29
604	100%	4,243	722	17.0%	No	Yes (Partial)	97%	4,121	701
605	100%	4,120	722	17.5%	No	Yes	100%	4,120	722
606	100%	5,617	1,238	22.0%	No	Yes	100%	5,617	1,238
607	100%	7,330	1,623	22.1%	No	Yes	100%	7,330	1,623
608	100%	5,597	1,028	18.4%	No	Yes	100%	5,597	1,028
609.03	100%	3,272	724	22.1%	No	Yes (Partial)	99%	3,248	719
609.04	100%	4,968	1,385	27.9%	No	Yes (Partial)	89%	4,417	1,231
609.06	100%	2,153	507	23.5%	No	Yes	100%	2,153	507
609.07	100%	3,717	1,111	29.9%	No	Yes	100%	3,717	1,111
609.08	100%	2,807	766	27.3%	No	Yes	100%	2,807	766
610.01	100%	4,026	1,057	26.3%	No	Yes	100%	4,026	1,057
610.02	100%	4,733	1,787	37.8%	No	Yes	100%	4,733	1,787
611	100%	6,745	2,142	31.8%	No	Yes	100%	6,745	2,142
612	100%	5,184	1,630	31.4%	No	Yes	100%	5,184	1,630
613	100%	5,049	2,253	44.6%	Yes	Yes	100%	5,049	2,253
614	100%	4,730	2,332	49.3%	Yes	Yes	100%	4,730	2,332
615.01	100%	2,671	819	30.7%	No	Yes	100%	2,671	819
615.02	100%	2,946	798	27.1%	No	Yes	100%	2,946	798
616.01	100%	1,909	732	38.3%	No	Yes	100%	1,909	732
616.02	100%	1,655	688	41.6%	No	Yes	100%	1,655	688

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
617	100%	5,292	2,901	54.8%	Yes	Yes	100%	5,292	2,901
618	100%	2,898	1,386	47.8%	Yes	Yes	100%	2,898	1,386
619	100%	2,007	866	43.1%	No	Yes	100%	2,007	866
620	100%	4,374	2,130	48.7%	Yes	Yes	100%	4,374	2,130
623	100%	5,977	3,739	62.6%	Yes	Yes	100%	5,977	3,739
624	100%	5,796	2,231	38.5%	No	Yes	100%	5,796	2,231
625.01	100%	4,313	1,919	44.5%	Yes	Yes	100%	4,313	1,919
625.02	100%	3,215	1,415	44.0%	Yes	Yes	100%	3,215	1,415
626	100%	4,365	2,259	51.8%	Yes	Yes	100%	4,365	2,259
628.01	100%	7,347	3,867	52.6%	Yes	Yes	100%	7,347	3,867
628.02	100%	4,589	2,226	48.5%	Yes	Yes	100%	4,589	2,226
629.01	100%	4,666	2,691	57.7%	Yes	Yes	100%	4,666	2,691
629.02	100%	4,016	1,681	41.9%	No	Yes	100%	4,016	1,681
630	100%	3,268	1,667	51.0%	Yes	Yes	100%	3,268	1,667
631	100%	4,663	2,111	45.3%	Yes	Yes	100%	4,663	2,111
632	100%	5,181	2,273	43.9%	Yes	Yes	100%	5,181	2,273
633.01	100%	4,167	2,819	67.7%	Yes	Yes	100%	4,167	2,819
633.02	100%	4,261	2,842	66.7%	Yes	Yes	100%	4,261	2,842
634.01	100%	4,425	2,287	51.7%	Yes	Yes	100%	4,425	2,287
634.02	100%	4,109	2,161	52.6%	Yes	Yes	100%	4,109	2,161
635.01	100%	4,520	2,796	61.9%	Yes	Yes	100%	4,520	2,796
635.02	100%	5,352	3,606	67.4%	Yes	Yes	100%	5,352	3,606
702.04	49%	1,818	349	19.2%	No	No	0%	-	-
702.08	100%	7,162	1,611	22.5%	No	Yes (Partial)	49%	3,513	790
702.09	95%	3,893	831	21.3%	No	Yes (Partial)	9%	373	80
703.07	43%	2,461	343	13.9%	No	Yes (Partial)	17%	994	139
703.08	100%	5,179	1,258	24.3%	No	Yes	100%	5,179	1,258
703.09	100%	6,639	1,345	20.3%	No	Yes (Partial)	76%	5,024	1,018
703.1	100%	5,408	1,172	21.7%	No	Yes	100%	5,408	1,172
703.11	100%	5,065	1,037	20.5%	No	Yes (Partial)	36%	1,811	371
703.12	100%	6,784	1,578	23.3%	No	Yes	100%	6,784	1,578
703.13	100%	6,441	1,139	17.7%	No	Yes	100%	6,441	1,139
703.14	100%	3,432	758	22.1%	No	Yes	100%	3,432	758
703.15	50%	3,531	1,207	34.2%	No	Yes (Partial)	50%	3,510	1,200
703.16	100%	5,468	2,360	43.2%	No	Yes	100%	5,468	2,360
704.01	100%	2,233	528	23.6%	No	Yes	100%	2,233	528
704.03	99%	4,497	823	18.3%	No	No	0%	-	-
704.04	100%	6,045	1,272	21.0%	No	No	1%	45	9
707.03	100%	6,594	1,896	28.8%	No	Yes	100%	6,594	1,896
711	100%	2,551	688	27.0%	No	Yes (Partial)	99%	2,537	684
712.05	100%	4,953	1,130	22.8%	No	Yes	100%	4,953	1,130
712.06	100%	7,118	2,164	30.4%	No	Yes	100%	7,118	2,164
712.07	100%	7,619	2,526	33.2%	No	Yes	100%	7,619	2,526

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
712.09	100%	4,086	925	22.6%	No	Yes	100%	4,086	925
712.1	100%	5,698	1,436	25.2%	No	Yes	100%	5,698	1,436
712.11	100%	4,993	1,489	29.8%	No	Yes	100%	4,993	1,489
712.12	100%	3,986	1,450	36.4%	No	Yes	100%	3,986	1,450
713.04	100%	7,273	2,630	36.2%	No	Yes (Partial)	95%	6,925	2,504
713.05	100%	4,281	1,551	36.2%	No	Yes (Partial)	78%	3,359	1,217
713.06	100%	6,558	2,190	33.4%	No	Yes (Partial)	11%	697	233
713.07	100%	5,335	1,617	30.3%	No	Yes	100%	5,335	1,617
713.09	100%	4,545	1,657	36.5%	No	Yes (Partial)	11%	509	185
713.1	100%	7,363	2,884	39.2%	No	Yes (Partial)	68%	5,029	1,970
714.03	100%	4,193	1,448	34.5%	No	Yes	100%	4,193	1,448
714.08	100%	4,296	2,086	48.6%	Yes	Yes (Partial)	70%	3,006	1,460
714.09	100%	4,755	2,047	43.0%	No	Yes (Partial)	26%	1,224	527
714.11	100%	7,481	4,012	53.6%	Yes	No	0%	-	-
714.12	100%	7,734	3,646	47.1%	Yes	No	0%	-	-
714.13	100%	2,650	1,116	42.1%	No	No	0%	-	-
714.14	100%	4,408	1,705	38.7%	No	No	0%	-	-
714.15	100%	2,787	841	30.2%	No	No	0%	-	-
714.16	100%	3,329	1,623	48.8%	Yes	Yes (Partial)	1%	34	17
714.17	100%	6,112	3,147	51.5%	Yes	No	0%	-	-
715.03	100%	5,671	2,538	44.8%	Yes	Yes	100%	5,671	2,538
715.04	100%	5,791	2,500	43.2%	No	Yes	100%	5,791	2,500
715.05	100%	5,560	2,265	40.7%	No	Yes	100%	5,560	2,265
715.06	100%	5,556	2,250	40.5%	No	Yes (Partial)	55%	3,083	1,248
716.01	100%	5,340	3,144	58.9%	Yes	Yes	100%	5,340	3,144
716.03	100%	3,702	1,852	50.0%	Yes	Yes	100%	3,702	1,852
716.04	100%	4,750	2,862	60.3%	Yes	Yes	100%	4,750	2,862
717.03	100%	4,319	2,954	68.4%	Yes	Yes	100%	4,319	2,954
717.04	100%	4,686	3,287	70.1%	Yes	Yes	100%	4,686	3,287
717.05	100%	4,024	2,087	51.9%	Yes	Yes	100%	4,024	2,087
717.06	100%	1,943	1,069	55.0%	Yes	Yes	100%	1,943	1,069
717.07	100%	2,899	1,386	47.8%	Yes	Yes	100%	2,899	1,386
718.03	100%	6,098	3,721	61.0%	Yes	Yes	100%	6,098	3,721
718.05	100%	3,716	2,555	68.8%	Yes	Yes	100%	3,716	2,555
718.06	100%	4,665	3,203	68.7%	Yes	Yes	100%	4,665	3,203
718.07	100%	4,270	2,654	62.2%	Yes	Yes	100%	4,270	2,654
718.08	100%	4,459	2,888	64.8%	Yes	Yes	100%	4,459	2,888
719.01	100%	5,139	2,387	46.4%	Yes	Yes	100%	5,139	2,387
719.02	100%	5,723	1,711	29.9%	No	Yes	100%	5,723	1,711
720	100%	5,060	2,502	49.4%	Yes	Yes	100%	5,060	2,502
721.05	100%	5,505	2,220	40.3%	No	Yes	100%	5,505	2,220
721.06	100%	6,507	3,149	48.4%	Yes	Yes	100%	6,507	3,149
721.07	100%	4,550	1,655	36.4%	No	Yes	100%	4,550	1,655

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
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721.08	100%	5,588	2,494	44.6%	Yes	Yes	100%	5,588	2,494
721.09	76%	2,948	881	29.9%	No	Yes (Partial)	45%	1,743	521
721.11	100%	2,784	962	34.6%	No	Yes	100%	2,784	962
721.12	100%	5,059	2,433	48.1%	Yes	Yes	100%	5,059	2,433
723.05	100%	6,449	1,838	28.5%	No	Yes	100%	6,449	1,838
723.07	100%	4,773	1,861	39.0%	No	Yes	100%	4,773	1,861
723.09	100%	6,248	1,922	30.8%	No	Yes	100%	6,248	1,922
723.1	100%	4,111	1,328	32.3%	No	Yes	100%	4,111	1,328
723.11	100%	5,116	2,026	39.6%	No	Yes	100%	5,116	2,026
723.12	100%	5,930	3,028	51.1%	Yes	Yes	100%	5,930	3,028
723.13	100%	4,446	1,783	40.1%	No	Yes	100%	4,446	1,783
723.14	100%	4,750	1,990	41.9%	No	Yes	100%	4,750	1,990
723.15	100%	3,056	948	31.0%	No	Yes	100%	3,056	948
728.01	79%	4,175	1,880	45.0%	Yes	Yes (Partial)	72%	3,824	1,723
728.02	100%	4,938	2,008	40.7%	No	Yes	100%	4,938	2,008
729.01	100%	3,195	1,208	37.8%	No	Yes	100%	3,195	1,208
729.03	100%	6,762	3,085	45.6%	Yes	Yes (Partial)	63%	4,239	1,934
729.07	100%	4,393	2,113	48.1%	Yes	Yes (Partial)	87%	3,822	1,838
729.08	100%	7,871	3,258	41.4%	No	Yes (Partial)	97%	7,637	3,161
729.09	99%	1,792	683	38.1%	No	Yes (Partial)	16%	288	110
731.1	100%	3,820	817	21.4%	No	Yes (Partial)	95%	3,617	774
731.11	100%	4,448	1,262	28.4%	No	Yes (Partial)	43%	1,920	545
731.14	76%	4,191	1,122	26.8%	No	No	0%	-	-
731.18	17%	802	134	16.6%	No	No	0%	-	-
731.2	100%	5,152	2,069	40.2%	No	Yes (Partial)	28%	1,448	581
731.21	100%	5,246	1,816	34.6%	No	No	0%	-	-
731.22	100%	5,718	2,023	35.4%	No	No	0%	-	-
731.23	100%	5,891	1,794	30.5%	No	Yes (Partial)	1%	70	21
731.24	100%	3,940	1,242	31.5%	No	No	0%	-	-
731.26	100%	3,984	1,956	49.1%	Yes	No	0%	-	-
731.27	100%	4,190	2,157	51.5%	Yes	No	0%	-	-
731.28	100%	6,739	2,882	42.8%	No	No	0%	-	-
731.29	100%	5,700	2,523	44.3%	Yes	No	0%	-	-
731.3	100%	3,618	770	21.3%	No	No	0%	-	-
731.31	100%	3,346	1,159	34.6%	No	No	0%	-	-
731.32	100%	4,449	1,642	36.9%	No	No	0%	-	-
731.33	100%	3,856	1,414	36.7%	No	No	0%	-	-
733.01	100%	5,994	1,729	28.8%	No	Yes	100%	5,994	1,729
733.02	100%	4,616	1,019	22.1%	No	Yes	100%	4,616	1,019
734.04	100%	6,452	1,326	20.6%	No	Yes	100%	6,452	1,326
734.05	100%	3,632	1,130	31.1%	No	Yes	100%	3,632	1,130
734.06	100%	5,942	1,622	27.3%	No	Yes	100%	5,942	1,622
734.07	100%	3,602	920	25.5%	No	Yes	100%	3,602	920

Minority Population by Census Tract (From 2020 US Census)

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734.08	100%	4,422	1,075	24.3%	No	Yes	100%	4,422	1,075
735.01	100%	4,394	1,100	25.0%	No	Yes	100%	4,394	1,100
735.02	100%	4,489	816	18.2%	No	Yes	100%	4,489	816
9400.01	100%	2,838	713	25.1%	No	Yes (Partial)	61%	1,734	436
9400.02	100%	4,327	2,013	46.5%	Yes	Yes	100%	4,327	2,013
9400.04	100%	6,867	1,653	24.1%	No	Yes	100%	6,867	1,653
9400.05	100%	6,571	3,145	47.9%	Yes	Yes	100%	6,571	3,145
9400.06	100%	3,651	2,718	74.4%	Yes	Yes	100%	3,651	2,718
9400.07	100%	3,485	2,219	63.7%	Yes	Yes	100%	3,485	2,219
9400.08	100%	6,158	2,494	40.5%	No	Yes	100%	6,158	2,494
9400.09	100%	4,020	1,343	33.4%	No	Yes	100%	4,020	1,343
9400.1	100%	5,083	1,746	34.3%	No	Yes	100%	5,083	1,746
9400.11	100%	4,308	1,358	31.5%	No	Yes (Partial)	93%	4,021	1,267
9400.12	100%	4,418	2,560	57.9%	Yes	Yes	100%	4,418	2,560
9400.13	100%	3,912	2,379	60.8%	Yes	Yes	100%	3,912	2,379
Snohomish County:									
401	100%	4,372	1,002	22.9%	No	Yes	100%	4,372	1,002
402	100%	5,538	2,229	40.2%	No	Yes	100%	5,538	2,229
403	100%	3,108	691	22.2%	No	Yes	100%	3,108	691
404	100%	4,564	1,386	30.4%	No	Yes	100%	4,564	1,386
405	100%	2,556	704	27.5%	No	Yes	100%	2,556	704
407	100%	4,542	1,319	29.0%	No	Yes	100%	4,542	1,319
408	100%	3,327	872	26.2%	No	Yes	100%	3,327	872
409	100%	3,052	726	23.8%	No	Yes	100%	3,052	726
410	100%	5,904	1,725	29.2%	No	Yes	100%	5,904	1,725
411	100%	5,036	1,619	32.1%	No	Yes	100%	5,036	1,619
412.01	100%	3,439	1,258	36.6%	No	Yes	100%	3,439	1,258
412.02	100%	5,980	2,413	40.4%	No	Yes	100%	5,980	2,413
413.01	100%	5,646	1,466	26.0%	No	Yes	100%	5,646	1,466
413.03	100%	4,886	1,928	39.5%	No	Yes	100%	4,886	1,928
413.04	100%	3,005	789	26.3%	No	Yes	100%	3,005	789
414	100%	6,219	2,262	36.4%	No	Yes	100%	6,219	2,262
415	88%	1,800	561	31.1%	No	Yes (Partial)	88%	1,800	561
416.01	100%	6,205	2,231	36.0%	No	Yes (Partial)	100%	6,205	2,231
416.05	100%	6,006	1,999	33.3%	No	Yes	100%	6,006	1,999
416.06	100%	7,143	3,028	42.4%	No	Yes	100%	7,143	3,028
416.07	87%	3,344	943	28.2%	No	Yes (Partial)	84%	3,208	905
416.09	100%	3,436	995	29.0%	No	Yes (Partial)	89%	3,065	888
416.1	100%	4,019	1,346	33.5%	No	Yes (Partial)	26%	1,029	344
417.01	100%	5,850	2,593	44.3%	Yes	Yes	100%	5,850	2,593
417.03	100%	7,305	3,497	47.9%	Yes	Yes (Partial)	100%	7,305	3,497
417.04	100%	6,652	2,704	40.6%	No	Yes	100%	6,652	2,704
418.05	100%	6,354	3,133	49.3%	Yes	Yes	100%	6,354	3,133

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2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
418.08	100%	4,539	2,006	44.2%	Yes	Yes	100%	4,539	2,006
418.09	100%	5,609	3,011	53.7%	Yes	Yes	100%	5,609	3,011
418.1	100%	5,362	2,892	53.9%	Yes	Yes	100%	5,362	2,892
418.12	100%	6,450	3,489	54.1%	Yes	Yes	100%	6,450	3,489
418.13	100%	4,360	2,282	52.3%	Yes	Yes	100%	4,360	2,282
418.14	100%	4,542	2,123	46.7%	Yes	Yes	100%	4,542	2,123
418.15	100%	3,893	2,146	55.1%	Yes	Yes	100%	3,893	2,146
418.16	100%	5,070	2,994	59.1%	Yes	Yes	100%	5,070	2,994
419.01	100%	6,645	3,503	52.7%	Yes	Yes	100%	6,645	3,503
419.04	100%	6,104	3,533	57.9%	Yes	Yes	100%	6,104	3,533
419.05	100%	5,999	2,964	49.4%	Yes	Yes	100%	5,999	2,964
419.06	100%	3,844	2,158	56.1%	Yes	Yes	100%	3,844	2,158
419.07	100%	3,899	1,947	49.9%	Yes	Yes	100%	3,899	1,947
420.01	100%	6,030	1,846	30.6%	No	Yes	100%	6,030	1,846
420.03	100%	3,338	827	24.8%	No	Yes (Partial)	44%	1,466	363
420.04	100%	4,952	2,131	43.0%	No	Yes	100%	4,952	2,131
420.05	100%	5,377	2,101	39.1%	No	Yes (Partial)	95%	5,106	1,995
420.06	100%	5,143	2,364	46.0%	Yes	Yes	100%	5,143	2,364
501.01	100%	2,861	902	31.5%	No	Yes (Partial)	100%	2,850	899
501.02	100%	6,100	2,844	46.6%	Yes	Yes	100%	6,100	2,844
502	100%	4,387	997	22.7%	No	Yes	100%	4,387	997
503	100%	5,552	1,006	18.1%	No	Yes	100%	5,552	1,006
504.02	100%	5,693	1,594	28.0%	No	Yes	100%	5,693	1,594
504.03	100%	3,912	770	19.7%	No	Yes	100%	3,912	770
504.04	100%	3,567	1,296	36.3%	No	Yes	100%	3,567	1,296
505.01	100%	3,704	505	13.6%	No	Yes	100%	3,704	505
505.02	100%	3,714	577	15.5%	No	Yes	100%	3,714	577
506	100%	1,286	261	20.3%	No	Yes	100%	1,286	261
507	100%	6,596	1,725	26.2%	No	Yes	100%	6,596	1,725
508	100%	6,619	2,087	31.5%	No	Yes	100%	6,619	2,087
509	100%	3,497	1,529	43.7%	Yes	Yes	100%	3,497	1,529
510	100%	4,663	1,990	42.7%	No	Yes	100%	4,663	1,990
511	100%	4,182	1,515	36.2%	No	Yes	100%	4,182	1,515
512	100%	4,613	1,777	38.5%	No	Yes	100%	4,613	1,777
513.01	100%	3,935	1,461	37.1%	No	Yes	100%	3,935	1,461
513.02	100%	3,473	1,143	32.9%	No	Yes	100%	3,473	1,143
514.01	100%	4,239	2,261	53.3%	Yes	Yes	100%	4,239	2,261
514.02	100%	4,224	2,316	54.8%	Yes	Yes	100%	4,224	2,316
515	100%	5,707	2,519	44.1%	Yes	Yes	100%	5,707	2,519
516.01	100%	5,552	2,702	48.7%	Yes	Yes	100%	5,552	2,702
516.02	100%	4,214	1,438	34.1%	No	Yes	100%	4,214	1,438
517.01	100%	6,015	2,861	47.6%	Yes	Yes	100%	6,015	2,861
517.02	100%	5,129	2,412	47.0%	Yes	Yes	100%	5,129	2,412

Minority Population by Census Tract (From 2020 US Census)

A	B	C	D	E	F	G	H	I	J
2020 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Minority Pop. ST district	Minority Population, % ot total	Above average % minority?	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Minority Pop. ST service area
518.02	100%	6,942	3,868	55.7%	Yes	Yes	100%	6,942	3,868
518.03	100%	6,998	3,719	53.1%	Yes	Yes	100%	6,998	3,719
518.04	100%	6,172	3,560	57.7%	Yes	Yes	100%	6,172	3,560
519.13	100%	4,574	1,329	29.1%	No	Yes (Partial)	98%	4,475	1,300
519.14	100%	4,306	1,117	25.9%	No	Yes (Partial)	85%	3,657	949
519.16	100%	4,504	1,430	31.7%	No	Yes (Partial)	21%	933	296
519.17	100%	4,223	1,123	26.6%	No	Yes (Partial)	26%	1,095	291
519.18	100%	6,077	2,250	37.0%	No	Yes (Partial)	98%	5,928	2,195
519.21	100%	5,941	2,859	48.1%	Yes	Yes (Partial)	27%	1,595	767
519.22	100%	6,110	2,728	44.6%	Yes	Yes (Partial)	27%	1,664	743
519.26	22%	1,308	648	49.5%	Yes	Yes (Partial)	1%	66	33
519.27	100%	6,072	2,654	43.7%	Yes	Yes	100%	6,072	2,654
519.28	100%	5,808	2,988	51.4%	Yes	Yes	100%	5,808	2,988
519.29	100%	5,026	2,501	49.8%	Yes	Yes	100%	5,026	2,501
519.3	100%	4,660	1,948	41.8%	No	Yes	100%	4,660	1,948
519.31	100%	4,474	1,939	43.3%	No	Yes (Partial)	69%	3,074	1,332
519.32	100%	4,083	1,256	30.8%	No	Yes (Partial)	48%	1,975	607
519.33	100%	3,382	1,823	53.9%	Yes	Yes (Partial)	59%	2,006	1,081
519.34	100%	3,974	1,740	43.8%	Yes	No	0%	-	-
519.35	100%	3,477	1,412	40.6%	No	No	0%	-	-
519.36	100%	4,524	2,406	53.2%	Yes	No	0%	-	-
519.37	100%	4,901	2,633	53.7%	Yes	Yes (Partial)	14%	665	357
519.38	100%	4,820	2,562	53.2%	Yes	Yes (Partial)	97%	4,684	2,490
520.04	100%	6,540	2,307	35.3%	No	Yes (Partial)	100%	6,531	2,304
520.05	100%	5,892	1,825	31.0%	No	Yes (Partial)	56%	3,319	1,028
520.06	100%	4,291	1,515	35.3%	No	Yes (Partial)	9%	394	139
520.07	100%	5,408	2,446	45.2%	Yes	Yes (Partial)	20%	1,091	494
520.08	86%	4,021	1,924	47.8%	Yes	Yes (Partial)	33%	1,541	737
521.04	15%	602	179	29.8%	No	Yes (Partial)	15%	602	179
521.05	1%	24	5	20.1%	No	Yes (Partial)	1%	24	5
521.14	34%	1,681	427	25.4%	No	No	0%	-	-
521.19	100%	3,188	1,105	34.6%	No	No	0%	-	-
521.2	100%	3,496	848	24.3%	No	No	0%	-	-
521.21	17%	628	186	29.6%	No	No	0%	-	-
521.22	5%	181	40	22.3%	No	No	0%	-	-
9900.02	7%	-	-	0.0%	No	Yes (Partial)	7%	-	-
Total		3,240,950	1,408,680					2,761,079	1,230,035
% Minority Population			43.5%						44.5%

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
King County:									
1	100%	8,195	1,946	23.7%	Yes	Yes	100%	8,195	1,946
2	100%	8,770	1,028	11.7%	No	Yes	100%	8,770	1,028
3	100%	2,944	272	9.2%	No	Yes	100%	2,944	272
4.01	100%	7,130	1,921	26.9%	Yes	Yes	100%	7,130	1,921
4.02	100%	4,960	544	11.0%	No	Yes	100%	4,960	544
5	100%	3,126	160	5.1%	No	Yes	100%	3,126	160
6	100%	8,189	1,320	16.1%	Yes	Yes	100%	8,189	1,320
7	100%	5,446	1,149	21.1%	Yes	Yes	100%	5,446	1,149
8	100%	2,786	341	12.2%	No	Yes	100%	2,786	341
9	100%	2,143	100	4.7%	No	Yes	100%	2,143	100
10	100%	2,036	353	17.3%	Yes	Yes	100%	2,036	353
11	100%	2,580	275	10.7%	No	Yes	100%	2,580	275
12	100%	6,924	1,933	27.9%	Yes	Yes	100%	6,924	1,933
13	100%	4,660	858	18.4%	Yes	Yes	100%	4,660	858
14	100%	5,664	549	9.7%	No	Yes	100%	5,664	549
15	100%	2,733	194	7.1%	No	Yes	100%	2,733	194
16	100%	4,760	399	8.4%	No	Yes	100%	4,760	399
17.01	100%	4,218	869	20.6%	Yes	Yes	100%	4,218	869
17.02	100%	4,994	673	13.5%	No	Yes	100%	4,994	673
18	100%	4,952	702	14.2%	No	Yes	100%	4,952	702
19	100%	5,068	645	12.7%	No	Yes	100%	5,068	645
20	100%	3,853	562	14.6%	No	Yes	100%	3,853	562
21	100%	4,413	522	11.8%	No	Yes	100%	4,413	522
22	100%	5,840	577	9.9%	No	Yes	100%	5,840	577
24	100%	3,382	268	7.9%	No	Yes	100%	3,382	268
25	100%	3,451	348	10.1%	No	Yes	100%	3,451	348
26	100%	5,377	796	14.8%	No	Yes	100%	5,377	796
27	100%	6,374	450	7.1%	No	Yes	100%	6,374	450
28	100%	5,144	364	7.1%	No	Yes	100%	5,144	364
29	100%	4,834	343	7.1%	No	Yes	100%	4,834	343
30	100%	6,317	294	4.7%	No	Yes	100%	6,317	294
31	100%	6,531	300	4.6%	No	Yes	100%	6,531	300
32	100%	9,140	788	8.6%	No	Yes	100%	9,140	788
33	100%	8,185	652	8.0%	No	Yes	100%	8,185	652
34	100%	3,594	197	5.5%	No	Yes	100%	3,594	197
35	100%	4,220	415	9.8%	No	Yes	100%	4,220	415
36	100%	7,558	1,235	16.3%	Yes	Yes	100%	7,558	1,235
38	100%	2,451	259	10.6%	No	Yes	100%	2,451	259
39	100%	3,090	314	10.2%	No	Yes	100%	3,090	314
40	100%	3,188	861	27.0%	Yes	Yes	100%	3,188	861
41	100%	7,978	664	8.3%	No	Yes	100%	7,978	664
42	100%	8,088	486	6.0%	No	Yes	100%	8,088	486
43.01	100%	3,969	1,188	29.9%	Yes	Yes	100%	3,969	1,188
43.02	100%	3,119	1,655	53.1%	Yes	Yes	100%	3,119	1,655
44	100%	7,445	2,843	38.2%	Yes	Yes	100%	7,445	2,843
45	100%	3,388	920	27.2%	Yes	Yes	100%	3,388	920

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
46	100%	3,627	335	9.2%	No	Yes	100%	3,627	335
47	100%	10,303	922	8.9%	No	Yes	100%	10,303	922
48	100%	5,415	494	9.1%	No	Yes	100%	5,415	494
49	100%	7,245	599	8.3%	No	Yes	100%	7,245	599
50	100%	4,404	401	9.1%	No	Yes	100%	4,404	401
51	100%	3,687	481	13.0%	No	Yes	100%	3,687	481
52	100%	6,891	2,743	39.8%	Yes	Yes	100%	6,891	2,743
53.01	100%	6,446	4,028	62.5%	Yes	Yes	100%	6,446	4,028
53.02	100%	200	119	59.5%	Yes	Yes	100%	200	119
54	100%	6,417	497	7.7%	No	Yes	100%	6,417	497
56	100%	7,038	338	4.8%	No	Yes (Partial)	1%	100	5
57	100%	6,851	490	7.2%	No	Yes (Partial)	67%	4,580	328
58.01	100%	5,766	677	11.7%	No	Yes	100%	5,766	677
58.02	100%	6,006	1,000	16.7%	Yes	Yes (Partial)	32%	1,924	320
59	100%	6,828	959	14.0%	No	Yes	100%	6,828	959
60	100%	6,112	782	12.8%	No	Yes	100%	6,112	782
61	100%	5,412	463	8.6%	No	Yes	100%	5,412	463
62	100%	4,466	199	4.5%	No	Yes (Partial)	93%	4,175	186
63	100%	5,826	408	7.0%	No	Yes (Partial)	87%	5,071	355
64	100%	3,724	203	5.5%	No	Yes (Partial)	52%	1,948	106
65	100%	4,912	428	8.7%	No	Yes	100%	4,912	428
66	100%	4,261	568	13.3%	No	Yes (Partial)	100%	4,261	568
67	100%	9,365	473	5.1%	No	Yes (Partial)	55%	5,157	260
68	100%	3,472	120	3.5%	No	Yes (Partial)	87%	3,009	104
69	100%	5,148	270	5.2%	No	Yes (Partial)	40%	2,061	108
70	100%	7,454	904	12.1%	No	No	0%	-	-
71	100%	5,285	575	10.9%	No	Yes (Partial)	22%	1,136	124
72	100%	11,112	1,490	13.4%	No	Yes (Partial)	95%	10,524	1,411
73	100%	8,447	1,409	16.7%	Yes	Yes	100%	8,447	1,409
74.01	100%	5,662	592	10.5%	No	Yes	100%	5,662	592
74.02	100%	5,702	1,454	25.5%	Yes	Yes	100%	5,702	1,454
75	100%	9,387	1,769	18.8%	Yes	Yes	100%	9,387	1,769
76	100%	4,531	798	17.6%	Yes	Yes	100%	4,531	798
77	100%	5,440	388	7.1%	No	Yes (Partial)	30%	1,629	116
78	100%	5,900	321	5.4%	No	Yes (Partial)	13%	765	42
79	100%	6,397	1,161	18.1%	Yes	Yes (Partial)	100%	6,380	1,158
80.01	100%	7,183	966	13.4%	No	Yes (Partial)	89%	6,361	855
80.02	100%	3,744	834	22.3%	Yes	Yes	100%	3,744	834
81	100%	4,661	1,199	25.7%	Yes	Yes	100%	4,661	1,199
82	100%	4,276	594	13.9%	No	Yes	100%	4,276	594
83	100%	3,099	696	22.5%	Yes	Yes	100%	3,099	696
84	100%	5,054	417	8.3%	No	Yes	100%	5,054	417
85	100%	2,645	536	20.3%	Yes	Yes	100%	2,645	536
86	100%	4,617	1,452	31.4%	Yes	Yes	100%	4,617	1,452
87	100%	4,375	1,255	28.7%	Yes	Yes (Partial)	54%	2,364	678
88	100%	4,610	512	11.1%	No	Yes (Partial)	2%	101	11
89	100%	6,045	1,067	17.7%	Yes	Yes (Partial)	12%	708	125

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
90	100%	3,337	1,084	32.5%	Yes	Yes (Partial)	94%	3,146	1,022
91	100%	2,595	957	36.9%	Yes	Yes	100%	2,595	957
92	100%	2,581	1,305	50.6%	Yes	Yes	100%	2,581	1,305
93	100%	3,108	554	17.8%	Yes	Yes (Partial)	73%	2,257	402
94	100%	7,046	1,511	21.4%	Yes	Yes	100%	7,046	1,511
95	100%	6,750	801	11.9%	No	Yes (Partial)	94%	6,366	755
96	100%	5,667	364	6.4%	No	No	0%	-	-
97.01	100%	5,999	335	5.6%	No	No	0%	-	-
97.02	100%	5,695	142	2.5%	No	No	0%	-	-
98	100%	7,318	497	6.8%	No	No	0%	-	-
99	100%	5,896	731	12.4%	No	Yes (Partial)	5%	296	37
100.01	100%	4,559	1,474	32.3%	Yes	Yes (Partial)	92%	4,183	1,352
100.02	100%	4,824	860	17.8%	Yes	Yes	100%	4,824	860
101	100%	8,487	1,922	22.6%	Yes	Yes (Partial)	97%	8,191	1,855
102	100%	4,934	420	8.5%	No	Yes (Partial)	34%	1,654	141
103	100%	7,425	1,980	26.7%	Yes	Yes	100%	7,425	1,980
104.01	100%	4,321	828	19.2%	Yes	Yes	100%	4,321	828
104.02	100%	4,887	521	10.7%	No	Yes (Partial)	56%	2,720	290
105	100%	8,991	712	7.9%	No	No	0%	-	-
106	100%	8,650	496	5.7%	No	No	0%	-	-
107.01	100%	3,929	1,103	28.1%	Yes	No	0%	-	-
107.02	100%	4,792	2,324	48.5%	Yes	No	0%	-	-
108	100%	4,799	778	16.2%	Yes	No	0%	-	-
109	100%	1,086	209	19.2%	Yes	Yes (Partial)	20%	213	41
110.01	100%	5,006	2,228	44.5%	Yes	Yes	100%	5,006	2,228
110.02	100%	4,923	2,308	46.9%	Yes	Yes (Partial)	71%	3,472	1,628
111.01	100%	5,550	1,150	20.7%	Yes	Yes	100%	5,550	1,150
111.02	100%	4,983	800	16.1%	Yes	Yes (Partial)	94%	4,684	752
112	100%	3,567	1,349	37.8%	Yes	Yes (Partial)	69%	2,446	925
113	100%	6,619	1,207	18.2%	Yes	Yes (Partial)	34%	2,276	415
114.01	100%	4,479	818	18.3%	Yes	Yes (Partial)	33%	1,468	268
114.02	100%	4,236	998	23.6%	Yes	Yes (Partial)	98%	4,158	980
115	100%	4,513	295	6.5%	No	Yes (Partial)	12%	554	36
116	100%	6,988	565	8.1%	No	No	0%	-	-
117	100%	5,456	1,182	21.7%	Yes	Yes	100%	5,456	1,182
118	100%	8,708	2,220	25.5%	Yes	Yes	100%	8,708	2,220
119	100%	7,519	1,695	22.5%	Yes	Yes	100%	7,519	1,695
120	100%	3,701	175	4.7%	No	Yes (Partial)	4%	166	8
121	100%	2,724	46	1.7%	No	Yes (Partial)	26%	706	12
201	100%	3,252	279	8.6%	No	Yes	100%	3,252	279
202	100%	5,157	463	9.0%	No	Yes	100%	5,157	463
203	100%	7,335	1,288	17.6%	Yes	Yes	100%	7,335	1,288
204.01	100%	3,649	573	15.7%	Yes	Yes	100%	3,649	573
204.02	100%	5,499	477	8.7%	No	Yes	100%	5,499	477
205	100%	6,851	716	10.5%	No	Yes	100%	6,851	716
206	100%	3,678	267	7.3%	No	Yes	100%	3,678	267
207	100%	4,056	681	16.8%	Yes	Yes	100%	4,056	681

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
208	100%	4,279	311	7.3%	No	Yes	100%	4,279	311
209	100%	3,318	412	12.4%	No	Yes	100%	3,318	412
210	100%	6,015	646	10.7%	No	Yes	100%	6,015	646
211	**100%**	**4,275**	**953**	**22.3%**	**Yes**	**Yes**	**100%**	**4,275**	**953**
213	100%	3,955	394	10.0%	No	Yes	100%	3,955	394
214	100%	3,951	307	7.8%	No	Yes	100%	3,951	307
215	100%	4,784	221	4.6%	No	Yes (Partial)	93%	4,448	205
216	100%	4,881	445	9.1%	No	Yes (Partial)	48%	2,361	215
217	100%	8,962	743	8.3%	No	Yes (Partial)	98%	8,775	727
218.02	100%	5,978	409	6.8%	No	Yes (Partial)	100%	5,978	409
218.03	100%	5,025	542	10.8%	No	Yes	100%	5,025	542
218.04	100%	4,876	492	10.1%	No	Yes	100%	4,876	492
219.03	100%	6,146	667	10.9%	No	Yes	100%	6,146	667
219.04	**100%**	**5,199**	**820**	**15.8%**	**Yes**	**Yes**	**100%**	**5,199**	**820**
219.05	100%	5,655	774	13.7%	No	Yes	100%	5,655	774
219.06	100%	4,555	580	12.7%	No	Yes (Partial)	100%	4,555	580
220.01	100%	5,608	372	6.6%	No	Yes	100%	5,608	372
220.03	100%	5,245	261	5.0%	No	Yes	100%	5,245	261
220.05	100%	5,012	504	10.1%	No	Yes	100%	5,012	504
220.06	100%	3,740	535	14.3%	No	Yes	100%	3,740	535
221.01	100%	4,879	277	5.7%	No	Yes	100%	4,879	277
221.02	100%	6,366	359	5.6%	No	Yes	100%	6,366	359
222.01	100%	4,684	325	6.9%	No	Yes	100%	4,684	325
222.02	100%	7,437	728	9.8%	No	Yes	100%	7,437	728
222.03	100%	4,963	473	9.5%	No	Yes	100%	4,963	473
223	100%	2,647	81	3.1%	No	Yes	100%	2,647	81
224	100%	8,808	532	6.0%	No	Yes (Partial)	84%	7,392	446
225	100%	8,429	506	6.0%	No	Yes (Partial)	47%	3,948	237
226.03	100%	6,223	555	8.9%	No	Yes	100%	6,223	555
226.04	100%	5,082	186	3.7%	No	Yes (Partial)	77%	3,890	142
226.05	100%	6,621	670	10.1%	No	Yes	100%	6,621	670
226.06	100%	6,279	297	4.7%	No	Yes	100%	6,279	297
227.01	100%	3,302	354	10.7%	No	Yes (Partial)	91%	2,996	321
227.02	100%	3,619	382	10.6%	No	Yes (Partial)	55%	1,978	209
227.03	100%	2,546	292	11.5%	No	Yes (Partial)	78%	1,989	228
228.01	100%	9,101	1,069	11.7%	No	Yes	100%	9,101	1,069
228.02	100%	5,230	414	7.9%	No	Yes	100%	5,230	414
228.03	100%	6,185	705	11.4%	No	Yes	100%	6,185	705
229.01	100%	2,700	204	7.6%	No	Yes	100%	2,700	204
229.02	100%	6,649	361	5.4%	No	Yes	100%	6,649	361
230	100%	6,159	488	7.9%	No	Yes (Partial)	99%	6,103	484
231	100%	4,169	246	5.9%	No	Yes (Partial)	88%	3,665	216
232.01	**100%**	**6,535**	**1,051**	**16.1%**	**Yes**	**Yes**	**100%**	**6,535**	**1,051**
232.02	**100%**	**4,594**	**1,020**	**22.2%**	**Yes**	**Yes**	**100%**	**4,594**	**1,020**
233	100%	7,247	1,028	14.2%	No	Yes (Partial)	100%	7,247	1,028
234.01	**100%**	**3,923**	**702**	**17.9%**	**Yes**	**Yes**	**100%**	**3,923**	**702**
234.03	100%	4,317	247	5.7%	No	Yes (Partial)	99%	4,262	244

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
234.04	100%	3,547	117	3.3%	No	Yes (Partial)	97%	3,452	114
235	100%	4,060	358	8.8%	No	Yes	100%	4,060	358
236.01	100%	4,349	339	7.8%	No	Yes	100%	4,349	339
236.03	100%	6,549	825	12.6%	No	Yes	100%	6,549	825
236.04	100%	6,297	1,213	19.3%	Yes	Yes	100%	6,297	1,213
237	100%	4,580	134	2.9%	No	Yes (Partial)	96%	4,401	129
238.01	100%	3,419	266	7.8%	No	Yes	100%	3,419	266
238.03	100%	5,662	502	8.9%	No	Yes	100%	5,662	502
238.04	100%	7,965	536	6.7%	No	Yes	100%	7,965	536
239	100%	6,926	473	6.8%	No	Yes (Partial)	99%	6,882	470
240	100%	7,656	446	5.8%	No	Yes	100%	7,656	446
241	100%	4,918	266	5.4%	No	Yes	100%	4,918	266
242	100%	3,255	201	6.2%	No	Yes	100%	3,255	201
243	100%	8,895	978	11.0%	No	Yes	100%	8,895	978
244	100%	3,059	362	11.8%	No	Yes	100%	3,059	362
245	100%	5,120	200	3.9%	No	Yes	100%	5,120	200
246.01	100%	4,530	224	4.9%	No	Yes (Partial)	24%	1,087	54
246.02	100%	3,884	192	4.9%	No	Yes (Partial)	32%	1,261	62
247.01	100%	3,991	566	14.2%	No	Yes (Partial)	98%	3,912	555
247.02	100%	7,643	325	4.3%	No	Yes (Partial)	15%	1,134	48
248	100%	5,894	988	16.8%	Yes	Yes	100%	5,894	988
249.01	100%	5,210	218	4.2%	No	Yes	100%	5,210	218
249.02	100%	4,168	198	4.8%	No	Yes	100%	4,168	198
249.03	99%	6,644	428	6.4%	No	Yes (Partial)	89%	6,018	388
250.01	100%	5,375	443	8.2%	No	Yes (Partial)	26%	1,372	113
250.03	100%	7,014	310	4.4%	No	Yes (Partial)	88%	6,169	273
250.05	96%	4,965	347	7.0%	No	Yes (Partial)	2%	90	6
250.06	45%	2,832	231	8.1%	No	Yes (Partial)	40%	2,554	208
251.01	92%	6,074	1,118	18.4%	Yes	Yes (Partial)	26%	1,729	318
251.02	39%	3,184	469	14.7%	No	Yes (Partial)	28%	2,293	337
252	100%	8,965	1,474	16.4%	Yes	Yes (Partial)	91%	8,182	1,345
253.01	100%	6,590	1,022	15.5%	Yes	Yes (Partial)	97%	6,388	991
253.02	100%	5,371	1,632	30.4%	Yes	Yes	100%	5,371	1,632
254	100%	7,282	1,245	17.1%	Yes	Yes	100%	7,282	1,245
255	100%	5,004	716	14.3%	No	Yes	100%	5,004	716
256.01	100%	5,363	842	15.7%	Yes	Yes	100%	5,363	842
256.02	99%	6,363	324	5.1%	No	Yes (Partial)	81%	5,252	267
257.01	100%	6,535	998	15.3%	No	Yes	100%	6,535	998
257.02	100%	3,509	164	4.7%	No	Yes	100%	3,509	164
258.03	100%	4,715	1,194	25.3%	Yes	Yes	100%	4,715	1,194
258.04	100%	3,518	569	16.2%	Yes	Yes	100%	3,518	569
258.05	100%	5,244	709	13.5%	No	Yes	100%	5,244	709
258.06	100%	5,406	624	11.5%	No	Yes	100%	5,406	624
260.01	100%	5,650	397	7.0%	No	Yes	100%	5,650	397
260.02	100%	8,267	2,401	29.0%	Yes	Yes	100%	8,267	2,401
261	100%	8,407	2,752	32.7%	Yes	Yes	100%	8,407	2,752
262	100%	5,725	908	15.9%	Yes	Yes	100%	5,725	908

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
263	100%	1,588	130	8.2%	No	Yes	100%	1,588	130
264	100%	5,943	1,269	21.4%	Yes	Yes	100%	5,943	1,269
265	100%	4,295	1,994	46.4%	Yes	Yes	100%	4,295	1,994
266	100%	2,255	421	18.7%	Yes	Yes (Partial)	93%	2,089	390
267	100%	5,579	988	17.7%	Yes	Yes	100%	5,579	988
268.01	100%	6,004	1,705	28.4%	Yes	Yes	100%	6,004	1,705
268.02	100%	5,487	1,551	28.3%	Yes	Yes	100%	5,487	1,551
270	100%	3,162	660	20.9%	Yes	Yes	100%	3,162	660
271	100%	3,655	1,029	28.2%	Yes	Yes	100%	3,655	1,029
272	100%	2,582	647	25.1%	Yes	Yes	100%	2,582	647
273	100%	5,598	1,294	23.1%	Yes	Yes	100%	5,598	1,294
274	100%	5,421	905	16.7%	Yes	Yes	100%	5,421	905
275	100%	4,631	940	20.3%	Yes	Yes	100%	4,631	940
276	100%	4,584	839	18.3%	Yes	Yes	100%	4,584	839
278	100%	3,375	154	4.6%	No	Yes	100%	3,375	154
279	100%	8,064	1,464	18.2%	Yes	Yes	100%	8,064	1,464
280	100%	4,643	1,656	35.7%	Yes	Yes	100%	4,643	1,656
281	100%	2,829	670	23.7%	Yes	Yes	100%	2,829	670
282	100%	4,940	1,667	33.7%	Yes	Yes	100%	4,940	1,667
283	100%	5,345	837	15.7%	Yes	Yes	100%	5,345	837
284.02	100%	5,254	1,681	32.0%	Yes	Yes	100%	5,254	1,681
284.03	100%	5,112	1,091	21.3%	Yes	Yes	100%	5,112	1,091
285	100%	4,193	606	14.5%	No	Yes	100%	4,193	606
286	100%	6,524	656	10.1%	No	Yes	100%	6,524	656
287	100%	5,337	528	9.9%	No	Yes	100%	5,337	528
288.01	100%	2,539	293	11.5%	No	Yes	100%	2,539	293
288.02	100%	6,927	2,236	32.3%	Yes	Yes	100%	6,927	2,236
289.01	100%	3,321	251	7.6%	No	Yes	100%	3,321	251
289.02	100%	7,072	2,546	36.0%	Yes	Yes	100%	7,072	2,546
290.01	100%	4,706	563	12.0%	No	Yes	100%	4,706	563
290.03	100%	5,663	1,232	21.8%	Yes	Yes	100%	5,663	1,232
290.04	100%	3,941	1,735	44.0%	Yes	Yes	100%	3,941	1,735
291.01	100%	3,327	525	15.8%	Yes	Yes	100%	3,327	525
291.02	100%	4,686	642	13.7%	No	Yes	100%	4,686	642
292.03	100%	3,128	845	27.0%	Yes	Yes	100%	3,128	845
292.04	100%	7,677	1,858	24.2%	Yes	Yes	100%	7,677	1,858
292.05	100%	5,097	827	16.2%	Yes	Yes	100%	5,097	827
292.06	100%	4,230	1,594	37.7%	Yes	Yes	100%	4,230	1,594
293.03	100%	7,369	1,014	13.8%	No	Yes	100%	7,369	1,014
293.04	100%	5,411	254	4.7%	No	Yes	100%	5,411	254
293.05	100%	4,146	475	11.5%	No	Yes	100%	4,146	475
293.06	100%	3,729	199	5.3%	No	Yes	100%	3,729	199
293.07	100%	4,288	294	6.9%	No	Yes (Partial)	99%	4,238	291
294.03	100%	5,941	869	14.6%	No	Yes	100%	5,941	869
294.05	100%	5,783	608	10.5%	No	Yes	100%	5,783	608
294.06	100%	5,223	480	9.2%	No	Yes	100%	5,223	480
294.07	100%	4,837	1,426	29.5%	Yes	Yes	100%	4,837	1,426

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
294.08	100%	4,087	1,206	29.5%	Yes	Yes	100%	4,087	1,206
295.02	100%	7,757	1,613	20.8%	Yes	Yes	100%	7,757	1,613
295.03	100%	8,885	3,697	41.6%	Yes	Yes	100%	8,885	3,697
295.04	100%	5,970	2,080	34.8%	Yes	Yes	100%	5,970	2,080
296.01	100%	7,565	2,436	32.2%	Yes	Yes	100%	7,565	2,436
296.02	100%	6,293	590	9.4%	No	Yes	100%	6,293	590
297	100%	7,508	1,884	25.1%	Yes	Yes	100%	7,508	1,884
298.01	100%	9,802	1,951	19.9%	Yes	Yes	100%	9,802	1,951
298.02	100%	9,316	838	9.0%	No	Yes	100%	9,316	838
299.01	100%	4,512	653	14.5%	No	Yes	100%	4,512	653
299.02	100%	4,809	521	10.8%	No	Yes	100%	4,809	521
300.03	100%	6,511	843	12.9%	No	Yes	100%	6,511	843
300.04	100%	8,871	2,281	25.7%	Yes	Yes	100%	8,871	2,281
300.05	100%	5,850	1,652	28.2%	Yes	Yes	100%	5,850	1,652
300.06	100%	3,964	1,246	31.4%	Yes	Yes	100%	3,964	1,246
301	100%	7,527	1,315	17.5%	Yes	Yes (Partial)	67%	5,018	877
302.01	100%	5,461	940	17.2%	Yes	Yes (Partial)	97%	5,318	915
302.02	100%	7,103	1,603	22.6%	Yes	Yes	100%	7,103	1,603
303.04	100%	4,200	1,054	25.1%	Yes	Yes (Partial)	85%	3,563	894
303.05	100%	4,966	878	17.7%	Yes	No	0%	-	-
303.06	100%	5,462	872	16.0%	Yes	Yes (Partial)	47%	2,563	409
303.08	100%	6,996	1,105	15.8%	Yes	Yes (Partial)	74%	5,186	819
303.09	100%	5,399	595	11.0%	No	Yes	100%	5,399	595
303.1	100%	6,512	703	10.8%	No	Yes (Partial)	52%	3,381	365
303.11	100%	5,059	542	10.7%	No	Yes (Partial)	6%	290	31
303.12	100%	5,079	1,125	22.2%	Yes	Yes (Partial)	92%	4,670	1,034
303.13	100%	4,314	1,020	23.6%	Yes	Yes	100%	4,314	1,020
303.14	100%	4,257	1,312	30.8%	Yes	Yes	100%	4,257	1,312
304.01	100%	9,305	1,193	12.8%	No	Yes	100%	9,305	1,193
304.03	100%	4,593	591	12.9%	No	Yes (Partial)	97%	4,450	573
304.04	100%	5,001	458	9.2%	No	Yes	100%	5,001	458
305.01	100%	1,876	651	34.7%	Yes	Yes	100%	1,876	651
305.03	100%	5,189	963	18.6%	Yes	Yes	100%	5,189	963
305.04	100%	4,649	1,046	22.5%	Yes	Yes	100%	4,649	1,046
306	90%	4,983	520	10.4%	No	Yes (Partial)	90%	4,983	520
307	100%	3,999	794	19.9%	Yes	Yes	100%	3,999	794
308.01	100%	6,752	1,986	29.4%	Yes	Yes	100%	6,752	1,986
308.02	100%	3,431	842	24.5%	Yes	Yes	100%	3,431	842
309.01	100%	3,755	592	15.8%	Yes	Yes	100%	3,755	592
309.02	100%	6,350	1,538	24.2%	Yes	Yes	100%	6,350	1,538
310	99%	4,483	197	4.4%	No	Yes (Partial)	98%	4,432	195
311	81%	5,825	1,020	17.5%	Yes	Yes (Partial)	81%	5,825	1,020
312.02	4%	242	24	10.1%	No	Yes (Partial)	4%	237	24
312.05	100%	8,108	2,027	25.0%	Yes	Yes (Partial)	100%	8,108	2,027
312.06	100%	5,684	853	15.0%	No	Yes (Partial)	100%	5,684	853
317.03	78%	5,407	608	11.2%	No	Yes (Partial)	77%	5,340	601
317.04	62%	3,795	569	15.0%	No	Yes (Partial)	55%	3,366	505

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
318	8%	380	21	5.4%	No	Yes (Partial)	8%	380	20
319.03	39%	2,773	245	8.9%	No	No	0%	1	0
319.06	1%	58	4	6.6%	No	No	0%	-	-
319.07	85%	7,044	735	10.4%	No	Yes (Partial)	43%	3,580	373
319.08	100%	4,377	696	15.9%	Yes	Yes (Partial)	78%	3,399	540
319.09	67%	2,162	226	10.4%	No	Yes (Partial)	67%	2,160	225
321.02	1%	72	4	5.6%	No	Yes (Partial)	1%	72	4
321.03	100%	5,410	954	17.6%	Yes	Yes	100%	5,410	954
321.04	36%	2,210	376	17.0%	Yes	Yes (Partial)	36%	2,204	375
322.03	100%	8,308	198	2.4%	No	Yes (Partial)	93%	7,748	185
322.07	100%	3,871	112	2.9%	No	Yes	100%	3,871	112
322.08	100%	9,539	788	8.3%	No	Yes	100%	9,539	788
322.1	17%	2,629	212	8.1%	No	Yes (Partial)	16%	2,445	197
322.11	100%	5,029	95	1.9%	No	Yes	100%	5,029	95
322.12	100%	8,208	497	6.1%	No	Yes (Partial)	100%	8,208	497
322.13	89%	3,811	30	0.8%	No	Yes (Partial)	59%	2,557	20
322.14	100%	6,857	166	2.4%	No	Yes (Partial)	96%	6,578	159
322.15	73%	3,765	163	4.3%	No	Yes (Partial)	16%	806	35
323.09	100%	8,764	900	10.3%	No	Yes	100%	8,764	900
323.13	49%	3,319	159	4.8%	No	Yes (Partial)	49%	3,319	159
323.16	93%	5,066	124	2.4%	No	Yes (Partial)	39%	2,129	52
323.17	100%	6,547	209	3.2%	No	Yes (Partial)	36%	2,386	76
323.18	35%	2,509	96	3.8%	No	Yes (Partial)	15%	1,084	41
323.19	85%	5,055	313	6.2%	No	Yes (Partial)	85%	5,055	313
323.2	32%	1,484	29	2.0%	No	Yes (Partial)	32%	1,484	29
323.21	63%	4,170	170	4.1%	No	Yes (Partial)	48%	3,170	130
323.22	68%	2,346	33	1.4%	No	No	0%	-	-
323.23	100%	6,009	217	3.6%	No	Yes (Partial)	100%	6,009	217
323.24	100%	6,066	471	7.8%	No	Yes	100%	6,066	471
323.25	100%	6,010	436	7.3%	No	Yes	100%	6,010	436
Pierce County:									
602	100%	2,522	1,236	49.0%	Yes	Yes	100%	2,522	1,236
603	100%	4,715	597	12.7%	No	Yes (Partial)	3%	128	16
604	100%	4,187	190	4.5%	No	Yes (Partial)	97%	4,072	185
605	100%	4,164	310	7.4%	No	Yes	100%	4,164	310
606	100%	5,793	789	13.6%	No	Yes	100%	5,793	789
607	100%	5,765	644	11.2%	No	Yes	100%	5,765	644
608	100%	5,017	271	5.4%	No	Yes	100%	5,017	271
609.03	100%	3,349	415	12.4%	No	Yes (Partial)	99%	3,324	412
609.04	100%	4,996	1,032	20.7%	Yes	Yes (Partial)	89%	4,463	922
609.05	100%	6,847	1,019	14.9%	No	Yes	100%	6,847	1,019
609.06	100%	2,121	259	12.2%	No	Yes	100%	2,121	259
610.01	100%	4,247	372	8.8%	No	Yes	100%	4,247	372
610.02	100%	4,517	1,105	24.5%	Yes	Yes	100%	4,517	1,105
611	100%	6,195	1,141	18.4%	Yes	Yes	100%	6,195	1,141
612	100%	5,077	839	16.5%	Yes	Yes	100%	5,077	839
613	100%	4,956	1,651	33.3%	Yes	Yes	100%	4,956	1,651

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
614	100%	2,420	1,177	48.6%	Yes	Yes	100%	2,420	1,177
615	100%	4,874	1,257	25.8%	Yes	Yes	100%	4,874	1,257
616.01	100%	1,875	737	39.3%	Yes	Yes	100%	1,875	737
616.02	100%	781	344	44.0%	Yes	Yes	100%	781	344
617	100%	5,482	1,335	24.4%	Yes	Yes	100%	5,482	1,335
618	100%	2,746	458	16.7%	Yes	Yes	100%	2,746	458
619	100%	1,701	586	34.5%	Yes	Yes	100%	1,701	586
620	100%	4,577	1,712	37.4%	Yes	Yes	100%	4,577	1,712
623	100%	5,797	1,039	17.9%	Yes	Yes	100%	5,797	1,039
624	100%	6,734	1,291	19.2%	Yes	Yes	100%	6,734	1,291
625	100%	7,350	1,146	15.6%	Yes	Yes	100%	7,350	1,146
626	100%	3,808	722	19.0%	Yes	Yes	100%	3,808	722
628.01	100%	7,005	3,010	43.0%	Yes	Yes	100%	7,005	3,010
628.02	100%	4,416	825	18.7%	Yes	Yes	100%	4,416	825
629	100%	7,586	1,443	19.0%	Yes	Yes	100%	7,586	1,443
630	100%	3,362	931	27.7%	Yes	Yes	100%	3,362	931
631	100%	4,507	1,067	23.7%	Yes	Yes	100%	4,507	1,067
632	100%	5,379	1,102	20.5%	Yes	Yes	100%	5,379	1,102
633	100%	8,609	2,575	29.9%	Yes	Yes	100%	8,609	2,575
634	100%	7,811	2,601	33.3%	Yes	Yes	100%	7,811	2,601
635.01	100%	4,335	1,394	32.2%	Yes	Yes	100%	4,335	1,394
635.02	100%	4,668	766	16.4%	Yes	Yes	100%	4,668	766
702.03	99%	8,461	729	8.6%	No	Yes (Partial)	25%	2,176	188
702.04	48%	1,714	241	14.0%	No	No	0%	-	-
703.07	43%	2,344	109	4.7%	No	Yes (Partial)	15%	818	38
703.08	100%	4,252	566	13.3%	No	Yes	100%	4,252	566
703.09	100%	5,550	300	5.4%	No	Yes (Partial)	76%	4,228	228
703.1	100%	5,382	600	11.1%	No	Yes	100%	5,382	600
703.11	100%	5,141	476	9.3%	No	Yes (Partial)	36%	1,837	170
703.12	100%	6,623	203	3.1%	No	Yes	100%	6,623	203
703.13	100%	6,301	526	8.3%	No	Yes	100%	6,301	526
703.14	100%	3,437	110	3.2%	No	Yes	100%	3,437	110
703.15	47%	2,925	184	6.3%	No	Yes (Partial)	47%	2,923	184
703.16	100%	5,617	278	4.9%	No	Yes	100%	5,617	278
704.01	100%	1,917	180	9.4%	No	Yes	100%	1,917	180
704.03	98%	3,679	337	9.2%	No	No	0%	-	-
704.04	100%	5,271	1,014	19.2%	Yes	No	1%	36	7
707.03	100%	6,226	559	9.0%	No	Yes	100%	6,226	559
711	100%	2,492	394	15.8%	Yes	Yes (Partial)	99%	2,478	392
712.05	100%	5,023	745	14.8%	No	Yes	100%	5,023	745
712.06	100%	6,691	696	10.4%	No	Yes	100%	6,691	696
712.07	100%	6,676	1,251	18.7%	Yes	Yes	100%	6,676	1,251
712.08	100%	7,939	1,137	14.3%	No	Yes	100%	7,939	1,137
712.09	100%	3,974	464	11.7%	No	Yes	100%	3,974	464
712.1	100%	5,531	419	7.6%	No	Yes	100%	5,531	419
713.04	100%	6,900	907	13.1%	No	Yes (Partial)	95%	6,570	864
713.05	100%	4,002	650	16.2%	Yes	Yes (Partial)	79%	3,143	510

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
713.06	100%	6,848	519	7.6%	No	Yes (Partial)	12%	849	64
713.07	100%	5,129	818	15.9%	Yes	Yes	100%	5,129	818
713.09	100%	4,607	465	10.1%	No	Yes (Partial)	11%	511	52
713.1	100%	6,010	456	7.6%	No	Yes (Partial)	69%	4,136	314
714.03	100%	4,179	785	18.8%	Yes	Yes	100%	4,179	785
714.06	100%	7,903	854	10.8%	No	No	0%	-	-
714.07	100%	7,207	1,258	17.5%	Yes	No	0%	-	-
714.08	100%	3,798	599	15.8%	Yes	Yes (Partial)	67%	2,563	404
714.09	100%	4,344	867	20.0%	Yes	Yes (Partial)	25%	1,098	219
714.1	100%	8,445	1,347	16.0%	Yes	No	0%	35	6
714.11	100%	6,514	1,302	20.0%	Yes	No	0%	-	-
715.03	100%	4,986	677	13.6%	No	Yes	100%	4,986	677
715.04	100%	4,634	1,825	39.4%	Yes	Yes	100%	4,634	1,825
715.05	100%	5,410	1,104	20.4%	Yes	Yes	100%	5,410	1,104
715.06	100%	5,252	726	13.8%	No	Yes (Partial)	56%	2,936	406
716.01	100%	5,160	1,219	23.6%	Yes	Yes	100%	5,160	1,219
716.02	100%	8,374	1,998	23.9%	Yes	Yes	100%	8,374	1,998
717.03	100%	4,050	1,213	30.0%	Yes	Yes	100%	4,050	1,213
717.04	100%	4,705	1,905	40.5%	Yes	Yes	100%	4,705	1,905
717.05	100%	3,956	1,381	34.9%	Yes	Yes	100%	3,956	1,381
717.06	100%	1,935	668	34.5%	Yes	Yes	100%	1,935	668
717.07	100%	2,465	607	24.6%	Yes	Yes	100%	2,465	607
718.03	100%	5,634	996	17.7%	Yes	Yes	100%	5,634	996
718.05	100%	3,710	1,772	47.8%	Yes	Yes	100%	3,710	1,772
718.06	100%	3,653	2,054	56.2%	Yes	Yes	100%	3,653	2,054
718.07	100%	3,820	1,012	26.5%	Yes	Yes	100%	3,820	1,012
718.08	100%	4,469	1,684	37.7%	Yes	Yes	100%	4,469	1,684
719.01	100%	5,056	1,571	31.1%	Yes	Yes	100%	5,056	1,571
719.02	100%	5,452	446	8.2%	No	Yes	100%	5,452	446
720	100%	4,359	1,528	35.1%	Yes	Yes	100%	4,359	1,528
721.05	100%	4,972	726	14.6%	No	Yes	100%	4,972	726
721.06	100%	6,875	1,423	20.7%	Yes	Yes	100%	6,875	1,423
721.07	100%	4,156	346	8.3%	No	Yes	100%	4,156	346
721.08	100%	5,012	838	16.7%	Yes	Yes	100%	5,012	838
721.09	77%	2,535	201	7.9%	No	Yes (Partial)	47%	1,541	122
721.11	100%	2,855	299	10.5%	No	Yes	100%	2,855	299
721.12	100%	4,938	466	9.4%	No	Yes	100%	4,938	466
723.05	100%	6,000	621	10.4%	No	Yes	100%	6,000	621
723.07	100%	4,941	777	15.7%	Yes	Yes	100%	4,941	777
723.08	100%	7,859	1,365	17.4%	Yes	Yes	100%	7,859	1,365
723.09	100%	6,290	916	14.6%	No	Yes	100%	6,290	916
723.1	100%	3,932	681	17.3%	Yes	Yes	100%	3,932	681
723.11	100%	4,843	1,152	23.8%	Yes	Yes	100%	4,843	1,152
723.12	100%	5,449	1,075	19.7%	Yes	Yes	100%	5,449	1,075
723.13	100%	3,770	314	8.3%	No	Yes	100%	3,770	314
728	87%	8,187	504	6.2%	No	Yes (Partial)	87%	8,169	503
729.01	100%	2,805	616	22.0%	Yes	Yes	100%	2,805	616

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
729.03	100%	3,617	601	16.6%	Yes	Yes (Partial)	60%	2,164	360
729.05	100%	5,953	2,653	44.6%	Yes	Yes (Partial)	97%	5,774	2,573
729.06	99%	27	-	0.0%	No	Yes (Partial)	16%	4	-
729.07	100%	4,492	1,910	42.5%	Yes	Yes (Partial)	87%	3,905	1,661
731.08	100%	9,632	1,428	14.8%	No	No	0%	-	-
731.1	100%	3,787	326	8.6%	No	Yes (Partial)	95%	3,585	309
731.11	100%	4,406	644	14.6%	No	Yes (Partial)	43%	1,879	275
731.13	100%	7,921	756	9.5%	No	No	0%	-	-
731.14	76%	4,241	1,059	25.0%	Yes	No	0%	-	-
731.18	18%	787	106	13.4%	No	No	0%	-	-
731.2	100%	4,776	527	11.0%	No	Yes (Partial)	32%	1,517	167
731.21	100%	4,471	288	6.4%	No	No	0%	-	-
731.22	100%	5,402	541	10.0%	No	No	0%	-	-
731.23	100%	5,171	560	10.8%	No	Yes (Partial)	1%	57	6
731.24	100%	3,604	420	11.7%	No	No	0%	-	-
731.25	100%	12,002	1,124	9.4%	No	No	0%	-	-
731.26	100%	4,608	320	6.9%	No	No	0%	-	-
733.01	100%	5,489	1,321	24.1%	Yes	Yes	100%	5,489	1,321
733.02	100%	4,616	763	16.5%	Yes	Yes	100%	4,616	763
734.04	100%	6,387	829	13.0%	No	Yes	100%	6,387	829
734.05	100%	3,669	736	20.1%	Yes	Yes	100%	3,669	736
734.06	100%	5,700	786	13.8%	No	Yes	100%	5,700	786
734.07	100%	3,459	723	20.9%	Yes	Yes	100%	3,459	723
734.08	100%	4,317	488	11.3%	No	Yes	100%	4,317	488
735	100%	8,566	490	5.7%	No	Yes	100%	8,566	490
9400.01	100%	2,844	140	4.9%	No	Yes (Partial)	62%	1,760	87
9400.02	100%	4,693	840	17.9%	Yes	Yes	100%	4,693	840
9400.03	100%	7,687	1,215	15.8%	Yes	Yes	100%	7,687	1,215
9400.04	100%	6,406	860	13.4%	No	Yes	100%	6,406	860
9400.05	100%	6,210	748	12.0%	No	Yes	100%	6,210	748
9400.06	100%	3,421	1,797	52.5%	Yes	Yes	100%	3,421	1,797
9400.07	100%	3,255	1,055	32.4%	Yes	Yes	100%	3,255	1,055
9400.08	100%	6,248	791	12.7%	No	Yes	100%	6,248	791
9400.09	100%	3,130	174	5.6%	No	Yes	100%	3,130	174
9400.1	100%	4,487	471	10.5%	No	Yes	100%	4,487	471
9400.11	100%	4,317	364	8.4%	No	Yes (Partial)	93%	4,035	340
Snohomish County:									
401	100%	4,053	281	6.9%	No	Yes	100%	4,053	281
402	100%	5,994	1,937	32.3%	Yes	Yes	100%	5,994	1,937
403	100%	3,123	490	15.7%	Yes	Yes	100%	3,123	490
404	100%	4,078	812	19.9%	Yes	Yes	100%	4,078	812
405	100%	2,277	479	21.0%	Yes	Yes	100%	2,277	479
407	100%	3,602	1,450	40.3%	Yes	Yes	100%	3,602	1,450
408	100%	2,689	500	18.6%	Yes	Yes	100%	2,689	500
409	100%	3,079	496	16.1%	Yes	Yes	100%	3,079	496
410	100%	5,112	830	16.2%	Yes	Yes	100%	5,112	830
411	100%	4,858	827	17.0%	Yes	Yes	100%	4,858	827

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
412.01	100%	3,332	454	13.6%	No	Yes	100%	3,332	454
412.02	100%	6,063	1,762	29.1%	Yes	Yes	100%	6,063	1,762
413.01	100%	5,712	242	4.2%	No	Yes	100%	5,712	242
413.03	100%	4,446	768	17.3%	Yes	Yes	100%	4,446	768
413.04	100%	3,117	363	11.6%	No	Yes	100%	3,117	363
414	100%	5,624	924	16.4%	Yes	Yes	100%	5,624	924
415	88%	1,318	354	26.8%	Yes	Yes (Partial)	88%	1,318	354
416.01	100%	6,770	794	11.7%	No	Yes (Partial)	100%	6,770	794
416.05	100%	6,428	992	15.4%	Yes	Yes	100%	6,428	992
416.06	100%	5,042	782	15.5%	Yes	Yes	100%	5,042	782
416.07	86%	3,539	140	3.9%	No	Yes (Partial)	82%	3,394	134
416.08	100%	6,774	166	2.5%	No	Yes (Partial)	60%	4,046	99
417.01	100%	6,015	891	14.8%	No	Yes	100%	6,015	891
417.03	100%	6,483	455	7.0%	No	Yes	100%	6,483	455
417.04	100%	6,070	813	13.4%	No	Yes	100%	6,070	813
418.05	100%	6,415	1,320	20.6%	Yes	Yes	100%	6,415	1,320
418.06	100%	8,449	2,375	28.1%	Yes	Yes	100%	8,449	2,375
418.08	100%	4,220	696	16.5%	Yes	Yes	100%	4,220	696
418.09	100%	5,378	1,109	20.6%	Yes	Yes	100%	5,378	1,109
418.1	100%	5,272	690	13.1%	No	Yes	100%	5,272	690
418.11	100%	7,162	974	13.6%	No	Yes	100%	7,162	974
418.12	100%	6,800	2,102	30.9%	Yes	Yes	100%	6,800	2,102
419.01	100%	5,946	1,524	25.6%	Yes	Yes	100%	5,946	1,524
419.03	100%	7,910	2,835	35.8%	Yes	Yes	100%	7,910	2,835
419.04	100%	5,557	1,483	26.7%	Yes	Yes	100%	5,557	1,483
419.05	100%	6,071	1,007	16.6%	Yes	Yes	100%	6,071	1,007
420.01	100%	6,270	324	5.2%	No	Yes	100%	6,270	324
420.03	100%	2,850	78	2.7%	No	Yes (Partial)	43%	1,239	34
420.04	100%	4,413	373	8.5%	No	Yes	100%	4,413	373
420.05	100%	5,441	230	4.2%	No	Yes (Partial)	95%	5,187	219
420.06	100%	4,656	732	15.7%	Yes	Yes	100%	4,656	732
501.01	100%	3,062	255	8.3%	No	Yes (Partial)	100%	3,051	254
501.02	100%	6,197	967	15.6%	Yes	Yes	100%	6,197	967
502	100%	4,060	256	6.3%	No	Yes	100%	4,060	256
503	100%	5,549	333	6.0%	No	Yes	100%	5,549	333
504.01	100%	7,062	634	9.0%	No	Yes	100%	7,062	634
504.02	100%	5,747	387	6.7%	No	Yes	100%	5,747	387
505	100%	6,963	564	8.1%	No	Yes	100%	6,963	564
506	100%	1,092	45	4.1%	No	Yes	100%	1,092	45
507	100%	6,289	381	6.1%	No	Yes	100%	6,289	381
508	100%	6,774	438	6.5%	No	Yes	100%	6,774	438
509	100%	3,790	599	15.8%	Yes	Yes	100%	3,790	599
510	100%	4,342	771	17.8%	Yes	Yes	100%	4,342	771
511	100%	3,811	326	8.6%	No	Yes	100%	3,811	326
512	100%	4,731	864	18.3%	Yes	Yes	100%	4,731	864
513	100%	7,284	413	5.7%	No	Yes	100%	7,284	413
514	100%	8,208	2,159	26.3%	Yes	Yes	100%	8,208	2,159

Low income population by Census Tract

(From Table S1701, 2019 American Community 5 Year Estimates)

	B	C	E	F	G	H	I	J	L
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	Low income Pop. ST district	Low income Population, % ot total	Above average % low income	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Low income Pop. ST service area
515	**100%**	**5,605**	**1,288**	**23.0%**	**Yes**	**Yes**	**100%**	**5,605**	**1,288**
516.01	**100%**	**4,748**	**1,036**	**21.8%**	**Yes**	**Yes**	**100%**	**4,748**	**1,036**
516.02	100%	3,889	405	10.4%	No	Yes	100%	3,889	405
517.01	**100%**	**6,288**	**1,561**	**24.8%**	**Yes**	**Yes**	**100%**	**6,288**	**1,561**
517.02	**100%**	**4,769**	**816**	**17.1%**	**Yes**	**Yes**	**100%**	**4,769**	**816**
518.02	100%	6,617	948	14.3%	No	Yes	100%	6,617	948
518.03	**100%**	**7,321**	**2,213**	**30.2%**	**Yes**	**Yes**	**100%**	**7,321**	**2,213**
518.04	100%	7,051	659	9.3%	No	Yes	100%	7,051	659
519.05	100%	9,748	1,054	10.8%	No	Yes	100%	9,748	1,054
519.13	100%	4,958	401	8.1%	No	Yes (Partial)	98%	4,855	393
519.14	100%	4,147	366	8.8%	No	Yes (Partial)	84%	3,503	309
519.15	100%	7,959	522	6.6%	No	Yes (Partial)	54%	4,259	279
519.16	100%	3,896	229	5.9%	No	Yes (Partial)	23%	882	52
519.17	100%	4,323	117	2.7%	No	Yes (Partial)	25%	1,069	29
519.18	100%	5,415	515	9.5%	No	Yes (Partial)	98%	5,286	503
519.21	100%	5,570	593	10.6%	No	Yes (Partial)	27%	1,531	163
519.22	100%	6,001	597	9.9%	No	Yes (Partial)	25%	1,494	149
519.23	100%	7,926	620	7.8%	No	Yes (Partial)	30%	2,350	184
519.24	100%	8,130	490	6.0%	No	No	0%	-	-
519.25	100%	8,599	799	9.3%	No	Yes (Partial)	55%	4,693	436
519.26	21%	1,159	95	8.2%	No	Yes (Partial)	1%	58	5
519.27	100%	5,465	265	4.8%	No	Yes	100%	5,465	265
519.28	**100%**	**5,817**	**1,515**	**26.0%**	**Yes**	**Yes**	**100%**	**5,817**	**1,515**
520.03	28%	3,221	270	8.4%	No	Yes (Partial)	11%	1,285	108
520.04	100%	6,327	317	5.0%	No	Yes (Partial)	100%	6,319	317
520.05	100%	5,662	291	5.1%	No	Yes (Partial)	56%	3,179	163
520.06	100%	4,691	274	5.8%	No	Yes (Partial)	9%	432	25
520.07	100%	5,942	292	4.9%	No	Yes (Partial)	20%	1,196	59
521.04	13%	533	46	8.7%	No	Yes (Partial)	13%	533	46
521.05	1%	23	2	8.4%	No	Yes (Partial)	1%	23	2
521.14	32%	1,533	36	2.4%	No	No	0%	-	-
521.15	100%	7,219	532	7.4%	No	No	0%	-	-
521.18	7%	546	38	6.9%	No	No	0%	-	-
Total		3,067,370	469,382					2,609,948	420,547
% of low income residents			15.3%						16.1%

NOTE: Low income is defined as individuals with an income below 150 percent of poverty level

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
King County:									
1	100%	7,825	1,322	16.9%	Yes	Yes	100%	7,825	1,322
2	100%	8,109	773	9.5%	No	Yes	100%	8,109	773
3	100%	2,824	214	7.6%	No	Yes	100%	2,824	214
4.01	100%	6,809	1,117	16.4%	Yes	Yes	100%	6,809	1,117
4.02	100%	5,124	198	3.9%	No	Yes	100%	5,124	198
5	100%	2,952	87	2.9%	No	Yes	100%	2,952	87
6	100%	7,623	1,083	14.2%	Yes	Yes	100%	7,623	1,083
7	100%	5,109	763	14.9%	Yes	Yes	100%	5,109	763
8	100%	2,725	123	4.5%	No	Yes	100%	2,725	123
9	100%	2,050	150	7.3%	No	Yes	100%	2,050	150
10	100%	1,940	105	5.4%	No	Yes	100%	1,940	105
11	100%	2,434	238	9.8%	No	Yes	100%	2,434	238
12	100%	6,663	769	11.5%	Yes	Yes	100%	6,663	769
13	100%	4,369	685	15.7%	Yes	Yes	100%	4,369	685
14	100%	5,353	102	1.9%	No	Yes	100%	5,353	102
15	100%	2,626	87	3.3%	No	Yes	100%	2,626	87
16	100%	4,421	95	2.1%	No	Yes	100%	4,421	95
17.01	100%	3,985	309	7.8%	No	Yes	100%	3,985	309
17.02	100%	4,749	361	7.6%	No	Yes	100%	4,749	361
18	100%	4,586	297	6.5%	No	Yes	100%	4,586	297
19	100%	4,809	327	6.8%	No	Yes	100%	4,809	327
20	100%	3,652	157	4.3%	No	Yes	100%	3,652	157
21	100%	4,121	143	3.5%	No	Yes	100%	4,121	143
22	100%	5,530	302	5.5%	No	Yes	100%	5,530	302
24	100%	3,221	162	5.0%	No	Yes	100%	3,221	162
25	100%	3,264	114	3.5%	No	Yes	100%	3,264	114
26	100%	4,979	73	1.5%	No	Yes	100%	4,979	73
27	100%	5,861	232	4.0%	No	Yes	100%	5,861	232
28	100%	4,849	139	2.9%	No	Yes	100%	4,849	139
29	100%	4,528	64	1.4%	No	Yes	100%	4,528	64
30	100%	5,911	371	6.3%	No	Yes	100%	5,911	371
31	100%	6,061	123	2.0%	No	Yes	100%	6,061	123
32	100%	8,677	89	1.0%	No	Yes	100%	8,677	89
33	100%	7,677	156	2.0%	No	Yes	100%	7,677	156
34	100%	3,368	22	0.7%	No	Yes	100%	3,368	22
35	100%	4,115	113	2.7%	No	Yes	100%	4,115	113
36	100%	7,312	279	3.8%	No	Yes	100%	7,312	279
38	100%	2,396	121	5.1%	No	Yes	100%	2,396	121
39	100%	2,977	142	4.8%	No	Yes	100%	2,977	142
40	100%	3,118	137	4.4%	No	Yes	100%	3,118	137
41	100%	7,675	303	3.9%	No	Yes	100%	7,675	303
42	100%	7,513	159	2.1%	No	Yes	100%	7,513	159
43.01	100%	3,814	117	3.1%	No	Yes	100%	3,814	117
43.02	100%	4,044	626	15.5%	Yes	Yes	100%	4,044	626
44	100%	7,560	247	3.3%	No	Yes	100%	7,560	247
45	100%	3,154	51	1.6%	No	Yes	100%	3,154	51
46	100%	3,500	114	3.3%	No	Yes	100%	3,500	114
47	100%	9,809	389	4.0%	No	Yes	100%	9,809	389
48	100%	5,196	35	0.7%	No	Yes	100%	5,196	35
49	100%	7,168	59	0.8%	No	Yes	100%	7,168	59
50	100%	4,296	180	4.2%	No	Yes	100%	4,296	180
51	100%	3,483	57	1.6%	No	Yes	100%	3,483	57
52	100%	6,761	860	12.7%	Yes	Yes	100%	6,761	860
53.01	100%	8,815	1,609	18.3%	Yes	Yes	100%	8,815	1,609

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
53.02	**100%**	**5,926**	**664**	**11.2%**	**Yes**	**Yes**	**100%**	**5,926**	**664**
54	100%	6,200	188	3.0%	No	Yes	100%	6,200	188
56	100%	6,683	189	2.8%	No	Yes (Partial)	1%	95	3
57	100%	6,333	149	2.4%	No	Yes (Partial)	67%	4,233	100
58.01	100%	5,566	289	5.2%	No	Yes	100%	5,566	289
58.02	100%	5,835	278	4.8%	No	Yes (Partial)	32%	1,869	89
59	100%	7,703	123	1.6%	No	Yes	100%	7,703	123
60	100%	5,980	48	0.8%	No	Yes	100%	5,980	48
61	100%	5,213	79	1.5%	No	Yes	100%	5,213	79
62	100%	4,140	38	0.9%	No	Yes (Partial)	93%	3,870	36
63	100%	5,596	111	2.0%	No	Yes (Partial)	87%	4,871	97
64	100%	3,495	32	0.9%	No	Yes (Partial)	52%	1,829	17
65	100%	4,770	82	1.7%	No	Yes	100%	4,770	82
66	100%	4,187	45	1.1%	No	Yes (Partial)	100%	4,187	45
67	100%	8,984	685	7.6%	No	Yes (Partial)	55%	4,947	377
68	100%	3,370	87	2.6%	No	Yes (Partial)	87%	2,921	75
69	100%	4,987	24	0.5%	No	Yes (Partial)	40%	1,997	10
70	100%	7,304	128	1.8%	No	No	0%	-	-
71	100%	5,088	357	7.0%	No	Yes (Partial)	22%	1,094	77
72	100%	11,037	714	6.5%	No	Yes (Partial)	95%	10,453	676
73	100%	8,324	461	5.5%	No	Yes	100%	8,324	461
74.01	100%	5,621	197	3.5%	No	Yes	100%	5,621	197
74.02	100%	5,512	100	1.8%	No	Yes	100%	5,512	100
75	100%	8,986	120	1.3%	No	Yes	100%	8,986	120
76	100%	4,467	334	7.5%	No	Yes	100%	4,467	334
77	100%	5,246	34	0.6%	No	Yes (Partial)	30%	1,571	10
78	100%	5,703	42	0.7%	No	Yes (Partial)	13%	740	5
79	100%	6,271	251	4.0%	No	Yes (Partial)	100%	6,254	250
80.01	100%	7,088	186	2.6%	No	Yes (Partial)	89%	6,277	165
80.02	100%	3,722	297	8.0%	No	Yes	100%	3,722	297
81	100%	4,843	168	3.5%	No	Yes	100%	4,843	168
82	100%	4,203	265	6.3%	No	Yes	100%	4,203	265
83	100%	3,178	317	10.0%	No	Yes	100%	3,178	317
84	100%	5,071	262	5.2%	No	Yes	100%	5,071	262
85	100%	4,258	286	6.7%	No	Yes	100%	4,258	286
86	100%	6,430	434	6.7%	No	Yes	100%	6,430	434
87	100%	4,349	210	4.8%	No	Yes (Partial)	54%	2,350	113
88	100%	4,328	94	2.2%	No	Yes (Partial)	2%	95	2
89	100%	5,782	498	8.6%	No	Yes (Partial)	12%	677	58
90	**100%**	**3,262**	**656**	**20.1%**	**Yes**	**Yes (Partial)**	**94%**	**3,075**	**618**
91	**100%**	**2,621**	**1,069**	**40.8%**	**Yes**	**Yes**	**100%**	**2,621**	**1,069**
92	**100%**	**2,548**	**411**	**16.1%**	**Yes**	**Yes**	**100%**	**2,548**	**411**
93	100%	3,111	285	9.2%	No	Yes (Partial)	73%	2,259	207
94	**100%**	**6,776**	**1,622**	**23.9%**	**Yes**	**Yes**	**100%**	**6,776**	**1,622**
95	100%	6,378	411	6.4%	No	Yes (Partial)	94%	6,015	388
96	100%	5,552	131	2.4%	No	No	0%	-	-
97.01	100%	5,660	72	1.3%	No	No	0%	-	-
97.02	100%	5,344	69	1.3%	No	No	0%	-	-
98	100%	7,026	72	1.0%	No	No	0%	-	-
99	100%	5,490	298	5.4%	No	Yes (Partial)	5%	276	15
100.01	**100%**	**4,400**	**1,020**	**23.2%**	**Yes**	**Yes (Partial)**	**92%**	**4,037**	**936**
100.02	**100%**	**4,514**	**973**	**21.6%**	**Yes**	**Yes**	**100%**	**4,514**	**973**
101	**100%**	**7,903**	**1,162**	**14.7%**	**Yes**	**Yes (Partial)**	**97%**	**7,628**	**1,122**
102	100%	4,618	299	6.5%	No	Yes (Partial)	34%	1,548	100
103	**100%**	**6,879**	**960**	**14.0%**	**Yes**	**Yes**	**100%**	**6,879**	**960**

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
104.01	100%	4,123	1,534	37.2%	Yes	Yes	100%	4,123	1,534
104.02	100%	4,720	1,423	30.1%	Yes	Yes (Partial)	56%	2,627	792
105	100%	8,870	310	3.5%	No	No	0%	-	-
106	100%	8,027	413	5.1%	No	No	0%	-	-
107.01	100%	3,566	417	11.7%	Yes	No	0%	-	-
107.02	100%	4,388	900	20.5%	Yes	No	0%	-	-
108	100%	4,613	396	8.6%	No	No	0%	-	-
109	100%	1,045	45	4.3%	No	Yes (Partial)	20%	205	9
110.01	100%	4,689	1,630	34.8%	Yes	Yes	100%	4,689	1,630
110.02	100%	4,635	1,713	37.0%	Yes	Yes (Partial)	71%	3,269	1,208
111.01	100%	5,376	1,672	31.1%	Yes	Yes	100%	5,376	1,672
111.02	100%	4,852	727	15.0%	Yes	Yes (Partial)	94%	4,561	683
112	100%	3,421	716	20.9%	Yes	Yes (Partial)	69%	2,346	491
113	100%	6,298	667	10.6%	Yes	Yes (Partial)	34%	2,166	229
114.01	100%	4,406	343	7.8%	No	Yes (Partial)	33%	1,444	112
114.02	100%	3,951	985	24.9%	Yes	Yes (Partial)	98%	3,878	967
115	100%	4,219	111	2.6%	No	Yes (Partial)	12%	518	14
116	100%	6,637	184	2.8%	No	No	0%	-	-
117	100%	5,238	1,492	28.5%	Yes	Yes	100%	5,238	1,492
118	100%	8,096	1,715	21.2%	Yes	Yes	100%	8,096	1,715
119	100%	7,253	985	13.6%	Yes	Yes	100%	7,253	985
120	100%	3,405	33	1.0%	No	Yes (Partial)	4%	153	1
121	100%	2,601	62	2.4%	No	Yes (Partial)	26%	674	16
201	100%	3,253	128	3.9%	No	Yes	100%	3,253	128
202	100%	4,985	255	5.1%	No	Yes	100%	4,985	255
203	100%	6,750	1,144	16.9%	Yes	Yes	100%	6,750	1,144
204.01	100%	3,465	273	7.9%	No	Yes	100%	3,465	273
204.02	100%	5,277	299	5.7%	No	Yes	100%	5,277	299
205	100%	6,456	938	14.5%	Yes	Yes	100%	6,456	938
206	100%	3,403	411	12.1%	Yes	Yes	100%	3,403	411
207	100%	3,920	764	19.5%	Yes	Yes	100%	3,920	764
208	100%	4,041	166	4.1%	No	Yes	100%	4,041	166
209	100%	3,292	217	6.6%	No	Yes	100%	3,292	217
210	100%	5,594	684	12.2%	Yes	Yes	100%	5,594	684
211	100%	4,048	408	10.1%	No	Yes	100%	4,048	408
213	100%	3,934	405	10.3%	Yes	Yes	100%	3,934	405
214	100%	3,781	121	3.2%	No	Yes	100%	3,781	121
215	100%	4,527	135	3.0%	No	Yes (Partial)	93%	4,209	126
216	100%	4,595	259	5.6%	No	Yes (Partial)	48%	2,223	125
217	100%	8,344	1,084	13.0%	Yes	Yes (Partial)	98%	8,170	1,061
218.02	100%	5,482	524	9.6%	No	Yes (Partial)	100%	5,482	524
218.03	100%	4,703	448	9.5%	No	Yes	100%	4,703	448
218.04	100%	4,953	561	11.3%	Yes	Yes	100%	4,953	561
219.03	100%	5,774	198	3.4%	No	Yes	100%	5,774	198
219.04	100%	4,872	799	16.4%	Yes	Yes	100%	4,872	799
219.05	100%	5,292	605	11.4%	Yes	Yes	100%	5,292	605
219.06	100%	4,296	323	7.5%	No	Yes (Partial)	100%	4,296	323
220.01	100%	5,516	258	4.7%	No	Yes	100%	5,516	258
220.03	100%	4,980	340	6.8%	No	Yes	100%	4,980	340
220.05	100%	4,591	462	10.1%	No	Yes	100%	4,591	462
220.06	100%	3,622	305	8.4%	No	Yes	100%	3,622	305
221.01	100%	4,585	298	6.5%	No	Yes	100%	4,585	298
221.02	100%	5,887	521	8.9%	No	Yes	100%	5,887	521
222.01	100%	4,327	235	5.4%	No	Yes	100%	4,327	235
222.02	100%	6,856	509	7.4%	No	Yes	100%	6,856	509

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
222.03	100%	4,738	199	4.2%	No	Yes	100%	4,738	199
223	100%	2,536	89	3.5%	No	Yes	100%	2,536	89
224	100%	8,423	509	6.0%	No	Yes (Partial)	84%	7,069	427
225	100%	7,881	580	7.4%	No	Yes (Partial)	47%	3,692	272
226.03	100%	5,876	856	14.6%	Yes	Yes	100%	5,876	856
226.04	100%	4,764	313	6.6%	No	Yes (Partial)	77%	3,646	240
226.05	100%	6,268	815	13.0%	Yes	Yes	100%	6,268	815
226.06	100%	5,860	532	9.1%	No	Yes	100%	5,860	532
227.01	100%	3,101	250	8.1%	No	Yes (Partial)	91%	2,813	227
227.02	100%	3,933	143	3.6%	No	Yes (Partial)	55%	2,149	78
227.03	100%	2,263	150	6.6%	No	Yes (Partial)	78%	1,768	117
228.01	100%	8,455	1,742	20.6%	Yes	Yes	100%	8,455	1,742
228.02	100%	4,945	743	15.0%	Yes	Yes	100%	4,945	743
228.03	100%	5,709	838	14.7%	Yes	Yes	100%	5,709	838
229.01	100%	2,677	230	8.6%	No	Yes	100%	2,677	230
229.02	100%	6,317	595	9.4%	No	Yes	100%	6,317	595
230	100%	5,937	460	7.7%	No	Yes (Partial)	99%	5,883	456
231	100%	3,948	539	13.7%	Yes	Yes (Partial)	88%	3,470	474
232.01	100%	6,140	1,283	20.9%	Yes	Yes	100%	6,140	1,283
232.02	100%	4,295	1,187	27.6%	Yes	Yes	100%	4,295	1,187
233	100%	6,726	933	13.9%	Yes	Yes (Partial)	100%	6,726	933
234.01	100%	3,625	576	15.9%	Yes	Yes	100%	3,625	576
234.03	100%	4,085	448	11.0%	Yes	Yes (Partial)	99%	4,033	442
234.04	100%	3,294	87	2.6%	No	Yes (Partial)	97%	3,206	85
235	100%	3,798	533	14.0%	Yes	Yes	100%	3,798	533
236.01	100%	4,116	756	18.4%	Yes	Yes	100%	4,116	756
236.03	100%	5,942	1,545	26.0%	Yes	Yes	100%	5,942	1,545
236.04	100%	5,927	1,262	21.3%	Yes	Yes	100%	5,927	1,262
237	100%	4,385	289	6.6%	No	Yes (Partial)	96%	4,213	278
238.01	100%	3,217	663	20.6%	Yes	Yes	100%	3,217	663
238.03	100%	5,358	766	14.3%	Yes	Yes	100%	5,358	766
238.04	100%	7,716	947	12.3%	Yes	Yes	100%	7,716	947
239	100%	6,627	240	3.6%	No	Yes (Partial)	99%	6,585	238
240	100%	7,308	912	12.5%	Yes	Yes	100%	7,308	912
241	100%	4,754	273	5.7%	No	Yes	100%	4,754	273
242	100%	3,157	201	6.4%	No	Yes	100%	3,157	201
243	100%	8,732	274	3.1%	No	Yes	100%	8,732	274
244	100%	2,928	381	13.0%	Yes	Yes	100%	2,928	381
245	100%	4,966	358	7.2%	No	Yes	100%	4,966	358
246.01	100%	4,330	79	1.8%	No	Yes (Partial)	24%	1,039	19
246.02	100%	3,739	271	7.2%	No	Yes (Partial)	32%	1,214	88
247.01	100%	3,794	607	16.0%	Yes	Yes (Partial)	98%	3,719	595
247.02	100%	7,178	779	10.9%	Yes	Yes (Partial)	15%	1,065	116
248	100%	5,411	1,063	19.6%	Yes	Yes	100%	5,411	1,063
249.01	100%	5,032	672	13.4%	Yes	Yes	100%	5,032	672
249.02	100%	3,977	439	11.0%	Yes	Yes	100%	3,977	439
249.03	99%	6,422	1,344	20.9%	Yes	Yes (Partial)	89%	5,817	1,217
250.01	100%	5,097	576	11.3%	Yes	Yes (Partial)	26%	1,301	147
250.03	100%	6,667	518	7.8%	No	Yes (Partial)	88%	5,864	456
250.05	96%	4,630	484	10.4%	Yes	Yes (Partial)	2%	84	9
250.06	45%	2,659	349	13.1%	Yes	Yes (Partial)	40%	2,398	315
251.01	92%	5,552	1,057	19.0%	Yes	Yes (Partial)	26%	1,580	301
251.02	39%	2,943	432	14.7%	Yes	Yes (Partial)	28%	2,119	311
252	100%	8,296	1,278	15.4%	Yes	Yes (Partial)	91%	7,572	1,166
253.01	100%	6,456	978	15.1%	Yes	Yes (Partial)	97%	6,258	948

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

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2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
253.02	100%	4,934	543	11.0%	Yes	Yes	100%	4,934	543
254	100%	6,799	1,673	24.6%	Yes	Yes	100%	6,799	1,673
255	100%	4,813	1,171	24.3%	Yes	Yes	100%	4,813	1,171
256.01	100%	5,070	1,141	22.5%	Yes	Yes	100%	5,070	1,141
256.02	99%	5,870	1,001	17.1%	Yes	Yes (Partial)	81%	4,844	826
257.01	100%	6,081	819	13.5%	Yes	Yes	100%	6,081	819
257.02	100%	3,374	314	9.3%	No	Yes	100%	3,374	314
258.03	100%	4,370	690	15.8%	Yes	Yes	100%	4,370	690
258.04	100%	3,353	475	14.2%	Yes	Yes	100%	3,353	475
258.05	100%	4,777	1,129	23.6%	Yes	Yes	100%	4,777	1,129
258.06	100%	4,965	886	17.8%	Yes	Yes	100%	4,965	886
260.01	100%	5,367	948	17.7%	Yes	Yes	100%	5,367	948
260.02	100%	7,824	1,522	19.5%	Yes	Yes	100%	7,824	1,522
261	100%	7,649	2,169	28.4%	Yes	Yes	100%	7,649	2,169
262	100%	5,379	880	16.4%	Yes	Yes	100%	5,379	880
263	100%	1,516	295	19.5%	Yes	Yes	100%	1,516	295
264	100%	5,515	1,322	24.0%	Yes	Yes	100%	5,515	1,322
265	100%	4,103	1,149	28.0%	Yes	Yes	100%	4,103	1,149
266	100%	2,182	162	7.4%	No	Yes (Partial)	93%	2,021	150
267	100%	5,223	1,108	21.2%	Yes	Yes	100%	5,223	1,108
268.01	100%	5,667	1,324	23.4%	Yes	Yes	100%	5,667	1,324
268.02	100%	5,155	1,636	31.7%	Yes	Yes	100%	5,155	1,636
270	100%	3,036	457	15.1%	Yes	Yes	100%	3,036	457
271	100%	3,448	805	23.3%	Yes	Yes	100%	3,448	805
272	100%	2,405	803	33.4%	Yes	Yes	100%	2,405	803
273	100%	5,210	1,857	35.6%	Yes	Yes	100%	5,210	1,857
274	100%	5,143	967	18.8%	Yes	Yes	100%	5,143	967
275	100%	4,569	853	18.7%	Yes	Yes	100%	4,569	853
276	100%	4,321	758	17.5%	Yes	Yes	100%	4,321	758
278	100%	3,193	32	1.0%	No	Yes	100%	3,193	32
279	100%	7,451	700	9.4%	No	Yes	100%	7,451	700
280	100%	4,257	1,104	25.9%	Yes	Yes	100%	4,257	1,104
281	100%	2,623	867	33.1%	Yes	Yes	100%	2,623	867
282	100%	4,562	1,134	24.9%	Yes	Yes	100%	4,562	1,134
283	100%	5,106	846	16.6%	Yes	Yes	100%	5,106	846
284.02	100%	4,832	1,369	28.3%	Yes	Yes	100%	4,832	1,369
284.03	100%	4,919	1,017	20.7%	Yes	Yes	100%	4,919	1,017
285	100%	3,978	566	14.2%	Yes	Yes	100%	3,978	566
286	100%	6,107	121	2.0%	No	Yes	100%	6,107	121
287	100%	5,011	353	7.0%	No	Yes	100%	5,011	353
288.01	100%	3,319	466	14.0%	Yes	Yes	100%	3,319	466
288.02	100%	6,151	1,996	32.5%	Yes	Yes	100%	6,151	1,996
289.01	100%	3,152	265	8.4%	No	Yes	100%	3,152	265
289.02	100%	6,791	1,539	22.7%	Yes	Yes	100%	6,791	1,539
290.01	100%	4,684	263	5.6%	No	Yes	100%	4,684	263
290.03	100%	5,412	1,274	23.5%	Yes	Yes	100%	5,412	1,274
290.04	100%	3,531	1,250	35.4%	Yes	Yes	100%	3,531	1,250
291.01	100%	3,098	464	15.0%	Yes	Yes	100%	3,098	464
291.02	100%	4,595	578	12.6%	Yes	Yes	100%	4,595	578
292.03	100%	4,065	560	13.8%	Yes	Yes	100%	4,065	560
292.04	100%	7,127	1,412	19.8%	Yes	Yes	100%	7,127	1,412
292.05	100%	4,931	902	18.3%	Yes	Yes	100%	4,931	902
292.06	100%	3,856	899	23.3%	Yes	Yes	100%	3,856	899
293.03	100%	7,099	648	9.1%	No	Yes	100%	7,099	648
293.04	100%	5,115	620	12.1%	Yes	Yes	100%	5,115	620

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
293.05	100%	3,908	667	17.1%	Yes	Yes	100%	3,908	667
293.06	100%	3,487	782	22.4%	Yes	Yes	100%	3,487	782
293.07	100%	4,103	580	14.1%	Yes	Yes (Partial)	99%	4,055	573
294.03	100%	5,567	1,190	21.4%	Yes	Yes	100%	5,567	1,190
294.05	100%	5,540	1,003	18.1%	Yes	Yes	100%	5,540	1,003
294.06	100%	4,881	710	14.5%	Yes	Yes	100%	4,881	710
294.07	100%	4,368	1,311	30.0%	Yes	Yes	100%	4,368	1,311
294.08	100%	3,802	826	21.7%	Yes	Yes	100%	3,802	826
295.02	100%	7,130	1,409	19.8%	Yes	Yes	100%	7,130	1,409
295.03	100%	8,168	2,256	27.6%	Yes	Yes	100%	8,168	2,256
295.04	100%	5,626	1,373	24.4%	Yes	Yes	100%	5,626	1,373
296.01	100%	7,143	1,591	22.3%	Yes	Yes	100%	7,143	1,591
296.02	100%	5,878	867	14.7%	Yes	Yes	100%	5,878	867
297	100%	7,169	1,279	17.8%	Yes	Yes	100%	7,169	1,279
298.01	100%	9,328	1,254	13.4%	Yes	Yes	100%	9,328	1,254
298.02	100%	8,715	1,326	15.2%	Yes	Yes	100%	8,715	1,326
299.01	100%	4,283	438	10.2%	Yes	Yes	100%	4,283	438
299.02	100%	4,529	687	15.2%	Yes	Yes	100%	4,529	687
300.03	100%	6,254	1,204	19.3%	Yes	Yes	100%	6,254	1,204
300.04	100%	7,852	1,981	25.2%	Yes	Yes	100%	7,852	1,981
300.05	100%	5,475	1,101	20.1%	Yes	Yes	100%	5,475	1,101
300.06	100%	3,775	1,089	28.8%	Yes	Yes	100%	3,775	1,089
301	100%	7,287	355	4.9%	No	Yes (Partial)	67%	4,858	237
302.01	100%	5,173	761	14.7%	Yes	Yes (Partial)	97%	5,037	741
302.02	100%	6,660	1,142	17.1%	Yes	Yes	100%	6,660	1,142
303.04	100%	3,708	674	18.2%	Yes	Yes (Partial)	85%	3,145	572
303.05	100%	4,723	451	9.5%	No	No	0%	-	-
303.06	100%	5,233	484	9.2%	No	Yes (Partial)	47%	2,455	227
303.08	100%	6,428	908	14.1%	Yes	Yes (Partial)	74%	4,765	673
303.09	100%	5,155	388	7.5%	No	Yes	100%	5,155	388
303.1	100%	6,018	874	14.5%	Yes	Yes (Partial)	52%	3,124	454
303.11	100%	4,799	416	8.7%	No	Yes (Partial)	6%	275	24
303.12	100%	4,686	372	7.9%	No	Yes (Partial)	92%	4,309	342
303.13	100%	4,106	825	20.1%	Yes	Yes	100%	4,106	825
303.14	100%	4,077	756	18.5%	Yes	Yes	100%	4,077	756
304.01	100%	8,595	835	9.7%	No	Yes	100%	8,595	835
304.03	100%	4,409	368	8.3%	No	Yes (Partial)	97%	4,272	357
304.04	100%	4,722	442	9.4%	No	Yes	100%	4,722	442
305.01	100%	1,854	148	8.0%	No	Yes	100%	1,854	148
305.03	100%	4,662	658	14.1%	Yes	Yes	100%	4,662	658
305.04	100%	4,324	416	9.6%	No	Yes	100%	4,324	416
306	90%	4,706	591	12.6%	Yes	Yes (Partial)	90%	4,706	591
307	100%	3,844	574	14.9%	Yes	Yes	100%	3,844	574
308.01	100%	6,359	1,294	20.3%	Yes	Yes	100%	6,359	1,294
308.02	100%	3,177	586	18.4%	Yes	Yes	100%	3,177	586
309.01	100%	3,547	393	11.1%	Yes	Yes	100%	3,547	393
309.02	100%	5,711	336	5.9%	No	Yes	100%	5,711	336
310	99%	4,116	207	5.0%	No	Yes (Partial)	98%	4,069	205
311	81%	5,569	559	10.0%	No	Yes (Partial)	81%	5,569	559
312.02	4%	230	3	1.2%	No	Yes (Partial)	4%	224	3
312.05	100%	7,629	1,114	14.6%	Yes	Yes (Partial)	100%	7,629	1,114
312.06	100%	5,473	1,138	20.8%	Yes	Yes (Partial)	100%	5,473	1,138
317.03	78%	5,134	642	12.5%	Yes	Yes (Partial)	77%	5,070	634
317.04	62%	3,547	590	16.6%	Yes	Yes (Partial)	55%	3,146	523
318	8%	356	37	10.3%	Yes	Yes (Partial)	8%	356	37

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
319.03	39%	2,653	119	4.5%	No	No	0%	1	0
319.06	1%	54	3	4.9%	No	No	0%	-	-
319.07	85%	6,553	755	11.5%	Yes	Yes (Partial)	43%	3,330	384
319.08	100%	4,024	264	6.6%	No	Yes (Partial)	78%	3,125	205
319.09	67%	2,051	160	7.8%	No	Yes (Partial)	67%	2,049	160
321.02	1%	69	2	3.6%	No	Yes (Partial)	1%	69	2
321.03	100%	5,045	516	10.2%	Yes	Yes	100%	5,045	516
321.04	36%	2,123	191	9.0%	No	Yes (Partial)	36%	2,117	191
322.03	100%	7,730	544	7.0%	No	Yes (Partial)	93%	7,209	507
322.07	100%	3,739	191	5.1%	No	Yes	100%	3,739	191
322.08	100%	9,260	497	5.4%	No	Yes	100%	9,260	497
322.1	17%	2,447	178	7.3%	No	Yes (Partial)	16%	2,275	166
322.11	100%	4,683	491	10.5%	Yes	Yes	100%	4,683	491
322.12	100%	7,382	698	9.5%	No	Yes (Partial)	100%	7,382	698
322.13	89%	3,643	243	6.7%	No	Yes (Partial)	59%	2,444	163
322.14	100%	6,414	773	12.1%	Yes	Yes (Partial)	96%	6,153	742
322.15	73%	3,567	533	14.9%	Yes	Yes (Partial)	16%	764	114
323.09	100%	8,296	1,214	14.6%	Yes	Yes	100%	8,296	1,214
323.13	49%	3,026	318	10.5%	Yes	Yes (Partial)	49%	3,026	318
323.16	93%	4,722	371	7.9%	No	Yes (Partial)	39%	1,985	156
323.17	100%	6,092	560	9.2%	No	Yes (Partial)	36%	2,220	204
323.18	35%	2,336	251	10.8%	Yes	Yes (Partial)	15%	1,010	109
323.19	85%	4,626	47	1.0%	No	Yes (Partial)	85%	4,626	47
323.2	32%	1,404	60	4.3%	No	Yes (Partial)	32%	1,404	60
323.21	63%	3,932	388	9.9%	No	Yes (Partial)	48%	2,989	295
323.22	68%	2,221	95	4.3%	No	No	0%	-	-
323.23	100%	5,719	274	4.8%	No	Yes (Partial)	100%	5,719	274
323.24	100%	5,789	785	13.6%	Yes	Yes	100%	5,789	785
323.25	100%	5,615	642	11.4%	Yes	Yes	100%	5,615	642
Pierce County:									
602	100%	2,519	835	33.1%	Yes	Yes	100%	2,519	835
603	100%	4,455	99	2.2%	No	Yes (Partial)	3%	121	3
604	100%	3,935	26	0.7%	No	Yes (Partial)	97%	3,827	25
605	100%	3,998	57	1.4%	No	Yes	100%	3,998	57
606	100%	5,542	91	1.6%	No	Yes	100%	5,542	91
607	100%	6,437	79	1.2%	No	Yes	100%	6,437	79
608	100%	4,839	121	2.5%	No	Yes	100%	4,839	121
609.03	100%	3,253	88	2.7%	No	Yes (Partial)	99%	3,229	87
609.04	100%	4,767	416	8.7%	No	Yes (Partial)	89%	4,259	372
609.05	100%	6,634	278	4.2%	No	Yes	100%	6,634	278
609.06	100%	2,139	58	2.7%	No	Yes	100%	2,139	58
610.01	100%	4,022	94	2.3%	No	Yes	100%	4,022	94
610.02	100%	4,235	381	9.0%	No	Yes	100%	4,235	381
611	100%	5,884	139	2.4%	No	Yes	100%	5,884	139
612	100%	4,765	155	3.3%	No	Yes	100%	4,765	155
613	100%	4,692	251	5.3%	No	Yes	100%	4,692	251
614	100%	3,052	151	4.9%	No	Yes	100%	3,052	151
615	100%	4,856	185	3.8%	No	Yes	100%	4,856	185
616.01	100%	1,806	155	8.6%	No	Yes	100%	1,806	155
616.02	100%	792	72	9.1%	No	Yes	100%	792	72
617	100%	5,260	148	2.8%	No	Yes	100%	5,260	148
618	100%	2,733	99	3.6%	No	Yes	100%	2,733	99
619	100%	1,695	130	7.7%	No	Yes	100%	1,695	130
620	100%	4,215	539	12.8%	Yes	Yes	100%	4,215	539
623	100%	5,473	945	17.3%	Yes	Yes	100%	5,473	945

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

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2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
624	100%	6,025	163	2.7%	No	Yes	100%	6,025	163
625	100%	6,931	274	4.0%	No	Yes	100%	6,931	274
626	100%	3,592	324	9.0%	No	Yes	100%	3,592	324
628.01	100%	6,490	284	4.4%	No	Yes	100%	6,490	284
628.02	100%	3,922	373	9.5%	No	Yes	100%	3,922	373
629	100%	7,244	575	7.9%	No	Yes	100%	7,244	575
630	100%	3,223	436	13.5%	Yes	Yes	100%	3,223	436
631	100%	4,378	550	12.6%	Yes	Yes	100%	4,378	550
632	100%	5,025	417	8.3%	No	Yes	100%	5,025	417
633	100%	8,128	1,723	21.2%	Yes	Yes	100%	8,128	1,723
634	100%	7,333	1,064	14.5%	Yes	Yes	100%	7,333	1,064
635.01	100%	3,988	730	18.3%	Yes	Yes	100%	3,988	730
635.02	100%	4,333	728	16.8%	Yes	Yes	100%	4,333	728
702.03	99%	7,699	187	2.4%	No	Yes (Partial)	25%	1,980	48
702.04	48%	1,628	15	0.9%	No	No	0%	-	-
703.07	43%	2,245	16	0.7%	No	Yes (Partial)	15%	784	6
703.08	100%	3,954	10	0.3%	No	Yes	100%	3,954	10
703.09	100%	5,231	-	0.0%	No	Yes (Partial)	76%	3,985	-
703.1	100%	4,886	71	1.5%	No	Yes	100%	4,886	71
703.11	100%	4,688	64	1.4%	No	Yes (Partial)	36%	1,675	23
703.12	100%	6,236	176	2.8%	No	Yes	100%	6,236	176
703.13	100%	6,011	190	3.2%	No	Yes	100%	6,011	190
703.14	100%	3,208	70	2.2%	No	Yes	100%	3,208	70
703.15	47%	2,738	219	8.0%	No	Yes (Partial)	47%	2,737	219
703.16	100%	5,152	272	5.3%	No	Yes	100%	5,152	272
704.01	100%	1,875	48	2.6%	No	Yes	100%	1,875	48
704.03	98%	3,674	238	6.5%	No	No	0%	-	-
704.04	100%	4,754	67	1.4%	No	No	1%	32	0
707.03	100%	5,849	226	3.9%	No	Yes	100%	5,849	226
711	100%	2,364	189	8.0%	No	Yes (Partial)	99%	2,351	188
712.05	100%	4,820	141	2.9%	No	Yes	100%	4,820	141
712.06	100%	6,470	179	2.8%	No	Yes	100%	6,470	179
712.07	100%	6,379	542	8.5%	No	Yes	100%	6,379	542
712.08	100%	7,672	452	5.9%	No	Yes	100%	7,672	452
712.09	100%	3,788	69	1.8%	No	Yes	100%	3,788	69
712.1	100%	5,209	161	3.1%	No	Yes	100%	5,209	161
713.04	100%	6,278	231	3.7%	No	Yes (Partial)	95%	5,977	220
713.05	100%	3,783	266	7.0%	No	Yes (Partial)	79%	2,971	209
713.06	100%	6,460	222	3.4%	No	Yes (Partial)	12%	801	28
713.07	100%	4,956	130	2.6%	No	Yes	100%	4,956	130
713.09	100%	4,213	206	4.9%	No	Yes (Partial)	11%	467	23
713.1	100%	5,619	279	5.0%	No	Yes (Partial)	69%	3,867	192
714.03	100%	4,070	251	6.2%	No	Yes	100%	4,070	251
714.06	100%	7,498	371	4.9%	No	No	0%	-	-
714.07	100%	6,616	120	1.8%	No	No	0%	-	-
714.08	100%	3,632	154	4.2%	No	Yes (Partial)	67%	2,451	104
714.09	100%	3,951	286	7.2%	No	Yes (Partial)	25%	999	72
714.1	100%	8,020	281	3.5%	No	No	0%	33	1
714.11	100%	5,946	316	5.3%	No	No	0%	-	-
715.03	100%	4,896	367	7.5%	No	Yes	100%	4,896	367
715.04	100%	5,667	265	4.7%	No	Yes	100%	5,667	265
715.05	100%	4,950	275	5.6%	No	Yes	100%	4,950	275
715.06	100%	5,041	447	8.9%	No	Yes (Partial)	56%	2,818	250
716.01	100%	4,882	1,132	23.2%	Yes	Yes	100%	4,882	1,132
716.02	100%	7,666	788	10.3%	Yes	Yes	100%	7,666	788

Limited English proficiency (LEP) population by Census Tract

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717.03	100%	3,677	960	26.1%	Yes	Yes	100%	3,677	960
717.04	100%	4,148	1,253	30.2%	Yes	Yes	100%	4,148	1,253
717.05	100%	3,778	579	15.3%	Yes	Yes	100%	3,778	579
717.06	100%	1,763	60	3.4%	No	Yes	100%	1,763	60
717.07	100%	2,342	27	1.2%	No	Yes	100%	2,342	27
718.03	100%	5,149	405	7.9%	No	Yes	100%	5,149	405
718.05	100%	3,362	625	18.6%	Yes	Yes	100%	3,362	625
718.06	100%	3,437	498	14.5%	Yes	Yes	100%	3,437	498
718.07	100%	3,538	276	7.8%	No	Yes	100%	3,538	276
718.08	100%	4,150	641	15.4%	Yes	Yes	100%	4,150	641
719.01	100%	4,808	261	5.4%	No	Yes	100%	4,808	261
719.02	100%	5,371	202	3.8%	No	Yes	100%	5,371	202
720	100%	4,092	237	5.8%	No	Yes	100%	4,092	237
721.05	100%	5,268	286	5.4%	No	Yes	100%	5,268	286
721.06	100%	6,250	466	7.5%	No	Yes	100%	6,250	466
721.07	100%	3,960	327	8.3%	No	Yes	100%	3,960	327
721.08	100%	4,707	286	6.1%	No	Yes	100%	4,707	286
721.09	77%	2,387	66	2.8%	No	Yes (Partial)	47%	1,451	40
721.11	100%	2,807	63	2.2%	No	Yes	100%	2,807	63
721.12	100%	4,552	229	5.0%	No	Yes	100%	4,552	229
723.05	100%	5,523	95	1.7%	No	Yes	100%	5,523	95
723.07	100%	4,673	236	5.1%	No	Yes	100%	4,673	236
723.08	100%	7,539	512	6.8%	No	Yes	100%	7,539	512
723.09	100%	5,741	116	2.0%	No	Yes	100%	5,741	116
723.1	100%	3,823	270	7.1%	No	Yes	100%	3,823	270
723.11	100%	4,475	452	10.1%	No	Yes	100%	4,475	452
723.12	100%	5,144	679	13.2%	Yes	Yes	100%	5,144	679
723.13	100%	3,620	163	4.5%	No	Yes	100%	3,620	163
728	87%	7,535	196	2.6%	No	Yes (Partial)	87%	7,518	195
729.01	100%	2,761	81	2.9%	No	Yes	100%	2,761	81
729.03	100%	5,685	334	5.9%	No	Yes (Partial)	60%	3,401	200
729.05	100%	4,939	114	2.3%	No	Yes (Partial)	97%	4,791	111
729.06	99%	1,972	127	6.4%	No	Yes (Partial)	16%	316	20
729.07	100%	4,015	320	8.0%	No	Yes (Partial)	87%	3,491	278
731.08	100%	8,788	868	9.9%	No	No	0%	-	-
731.1	100%	3,563	133	3.7%	No	Yes (Partial)	95%	3,373	126
731.11	100%	4,105	178	4.3%	No	Yes (Partial)	43%	1,751	76
731.13	100%	7,137	287	4.0%	No	No	0%	-	-
731.14	76%	3,992	133	3.3%	No	No	0%	-	-
731.18	18%	773	19	2.5%	No	No	0%	-	-
731.2	100%	4,338	190	4.4%	No	Yes (Partial)	32%	1,378	60
731.21	100%	4,222	97	2.3%	No	No	0%	-	-
731.22	100%	5,048	158	3.1%	No	No	0%	-	-
731.23	100%	4,882	104	2.1%	No	Yes (Partial)	1%	54	1
731.24	100%	3,279	48	1.5%	No	No	0%	-	-
731.25	100%	11,179	407	3.6%	No	No	0%	-	-
731.26	100%	4,185	346	8.3%	No	No	0%	-	-
733.01	100%	5,234	189	3.6%	No	Yes	100%	5,234	189
733.02	100%	4,405	34	0.8%	No	Yes	100%	4,405	34
734.04	100%	6,172	234	3.8%	No	Yes	100%	6,172	234
734.05	100%	3,586	168	4.7%	No	Yes	100%	3,586	168
734.06	100%	5,380	236	4.4%	No	Yes	100%	5,380	236
734.07	100%	3,340	21	0.6%	No	Yes	100%	3,340	21
734.08	100%	4,111	169	4.1%	No	Yes	100%	4,111	169
735	100%	8,000	31	0.4%	No	Yes	100%	8,000	31

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
9400.01	100%	2,722	76	2.8%	No	Yes (Partial)	62%	1,685	47
9400.02	100%	4,396	488	11.1%	Yes	Yes	100%	4,396	488
9400.03	100%	7,037	590	8.4%	No	Yes	100%	7,037	590
9400.04	100%	6,098	213	3.5%	No	Yes	100%	6,098	213
9400.05	100%	5,864	504	8.6%	No	Yes	100%	5,864	504
9400.06	100%	3,107	664	21.4%	Yes	Yes	100%	3,107	664
9400.07	100%	2,927	375	12.8%	Yes	Yes	100%	2,927	375
9400.08	100%	5,829	447	7.7%	No	Yes	100%	5,829	447
9400.09	100%	3,012	118	3.9%	No	Yes	100%	3,012	118
9400.1	100%	4,402	230	5.2%	No	Yes	100%	4,402	230
9400.11	100%	4,113	231	5.6%	No	Yes (Partial)	93%	3,844	216
Snohomish County:									
401	100%	4,870	169	3.5%	No	Yes	100%	4,870	169
402	100%	5,791	916	15.8%	Yes	Yes	100%	5,791	916
403	100%	2,939	2	0.1%	No	Yes	100%	2,939	2
404	100%	4,531	162	3.6%	No	Yes	100%	4,531	162
405	100%	2,171	37	1.7%	No	Yes	100%	2,171	37
407	100%	4,422	226	5.1%	No	Yes	100%	4,422	226
408	100%	2,777	98	3.5%	No	Yes	100%	2,777	98
409	100%	2,972	121	4.1%	No	Yes	100%	2,972	121
410	100%	4,822	231	4.8%	No	Yes	100%	4,822	231
411	100%	4,523	469	10.4%	Yes	Yes	100%	4,523	469
412.01	100%	3,017	273	9.0%	No	Yes	100%	3,017	273
412.02	100%	5,813	672	11.6%	Yes	Yes	100%	5,813	672
413.01	100%	5,499	220	4.0%	No	Yes	100%	5,499	220
413.03	100%	4,152	578	13.9%	Yes	Yes	100%	4,152	578
413.04	100%	3,041	110	3.6%	No	Yes	100%	3,041	110
414	100%	5,421	298	5.5%	No	Yes	100%	5,421	298
415	88%	1,291	28	2.2%	No	Yes (Partial)	88%	1,291	28
416.01	100%	6,475	808	12.5%	Yes	Yes (Partial)	100%	6,475	808
416.05	100%	6,093	387	6.4%	No	Yes	100%	6,093	387
416.06	100%	4,867	499	10.3%	Yes	Yes	100%	4,867	499
416.07	86%	3,224	163	5.0%	No	Yes (Partial)	82%	3,092	156
416.08	100%	6,462	334	5.2%	No	Yes (Partial)	60%	3,860	199
417.01	100%	5,374	614	11.4%	Yes	Yes	100%	5,374	614
417.03	100%	6,248	562	9.0%	No	Yes	100%	6,248	562
417.04	100%	5,711	439	7.7%	No	Yes	100%	5,711	439
418.05	100%	5,960	1,272	21.3%	Yes	Yes	100%	5,960	1,272
418.06	100%	7,606	1,130	14.9%	Yes	Yes	100%	7,606	1,130
418.08	100%	4,082	565	13.8%	Yes	Yes	100%	4,082	565
418.09	100%	5,020	1,210	24.1%	Yes	Yes	100%	5,020	1,210
418.1	100%	4,863	631	13.0%	Yes	Yes	100%	4,863	631
418.11	100%	6,602	943	14.3%	Yes	Yes	100%	6,602	943
418.12	100%	6,406	1,552	24.2%	Yes	Yes	100%	6,406	1,552
419.01	100%	5,601	1,265	22.6%	Yes	Yes	100%	5,601	1,265
419.03	100%	7,370	1,359	18.4%	Yes	Yes	100%	7,370	1,359
419.04	100%	5,160	1,355	26.3%	Yes	Yes	100%	5,160	1,355
419.05	100%	5,778	1,213	21.0%	Yes	Yes	100%	5,778	1,213
420.01	100%	6,025	417	6.9%	No	Yes	100%	6,025	417
420.03	100%	2,712	105	3.9%	No	Yes (Partial)	43%	1,179	46
420.04	100%	4,254	510	12.0%	Yes	Yes	100%	4,254	510
420.05	100%	5,293	611	11.5%	Yes	Yes (Partial)	95%	5,046	583
420.06	100%	4,496	1,007	22.4%	Yes	Yes	100%	4,496	1,007
501.01	100%	2,970	87	2.9%	No	Yes (Partial)	100%	2,960	87
501.02	100%	5,916	843	14.2%	Yes	Yes	100%	5,916	843

Limited English proficiency (LEP) population by Census Tract

(From Table C16001, 2019 American Community 5 Year Estimates)

A	B	C	D	E	F	G	H	I	J
2010 Census Tract	% of Tract Population in ST district	Estimated Total Population ST district	LEP Population	% of LEP in ST district	Above avg % LEP residents	Sound Transit Bus or Rail service?	% of Tract Population in ST service area	Estimated Total Population ST service area	Estimated LEP Population ST service area
502	100%	3,950	68	1.7%	No	Yes	100%	3,950	68
503	100%	5,290	156	2.9%	No	Yes	100%	5,290	156
504.01	100%	6,757	460	6.8%	No	Yes	100%	6,757	460
504.02	100%	5,409	208	3.8%	No	Yes	100%	5,409	208
505	100%	6,810	55	0.8%	No	Yes	100%	6,810	55
506	100%	1,073	39	3.6%	No	Yes	100%	1,073	39
507	100%	6,107	380	6.2%	No	Yes	100%	6,107	380
508	100%	6,248	284	4.5%	No	Yes	100%	6,248	284
509	100%	3,552	605	17.0%	Yes	Yes	100%	3,552	605
510	100%	4,083	460	11.3%	Yes	Yes	100%	4,083	460
511	100%	3,629	227	6.3%	No	Yes	100%	3,629	227
512	100%	4,473	462	10.3%	Yes	Yes	100%	4,473	462
513	100%	6,954	477	6.9%	No	Yes	100%	6,954	477
514	100%	7,807	1,743	22.3%	Yes	Yes	100%	7,807	1,743
515	100%	5,402	848	15.7%	Yes	Yes	100%	5,402	848
516.01	100%	4,468	676	15.1%	Yes	Yes	100%	4,468	676
516.02	100%	3,793	277	7.3%	No	Yes	100%	3,793	277
517.01	100%	5,952	1,012	17.0%	Yes	Yes	100%	5,952	1,012
517.02	100%	4,631	835	18.0%	Yes	Yes	100%	4,631	835
518.02	100%	6,277	878	14.0%	Yes	Yes	100%	6,277	878
518.03	100%	6,650	1,284	19.3%	Yes	Yes	100%	6,650	1,284
518.04	100%	6,503	932	14.3%	Yes	Yes	100%	6,503	932
519.05	100%	9,283	959	10.3%	Yes	Yes	100%	9,283	959
519.13	100%	4,626	246	5.3%	No	Yes (Partial)	98%	4,530	241
519.14	100%	3,962	105	2.7%	No	Yes (Partial)	84%	3,347	89
519.15	100%	7,365	338	4.6%	No	Yes (Partial)	54%	3,941	181
519.16	100%	3,625	186	5.1%	No	Yes (Partial)	23%	820	42
519.17	100%	4,049	129	3.2%	No	Yes (Partial)	25%	1,001	32
519.18	100%	5,178	457	8.8%	No	Yes (Partial)	98%	5,054	446
519.21	100%	5,220	483	9.3%	No	Yes (Partial)	27%	1,435	133
519.22	100%	5,398	601	11.1%	Yes	Yes (Partial)	25%	1,344	150
519.23	100%	7,271	749	10.3%	Yes	Yes (Partial)	30%	2,156	222
519.24	100%	7,505	789	10.5%	Yes	No	0%	-	-
519.25	100%	7,836	609	7.8%	No	Yes (Partial)	55%	4,277	332
519.26	21%	1,078	103	9.6%	No	Yes (Partial)	1%	54	5
519.27	100%	5,125	451	8.8%	No	Yes	100%	5,125	451
519.28	100%	5,441	785	14.4%	Yes	Yes	100%	5,441	785
520.03	28%	2,923	379	13.0%	Yes	Yes (Partial)	11%	1,166	151
520.04	100%	5,959	435	7.3%	No	Yes (Partial)	100%	5,951	434
520.05	100%	5,356	183	3.4%	No	Yes (Partial)	56%	3,007	103
520.06	100%	4,438	350	7.9%	No	Yes (Partial)	9%	409	32
520.07	100%	5,483	537	9.8%	No	Yes (Partial)	20%	1,103	108
521.04	13%	478	22	4.6%	No	Yes (Partial)	13%	478	22
521.05	1%	22	0	1.2%	No	Yes (Partial)	1%	22	0
521.14	32%	1,414	73	5.1%	No	No	0%	-	-
521.15	100%	6,842	485	7.1%	No	No	0%	-	-
521.18	7%	525	35	6.7%	No	No	0%	-	-
Total		2,925,730	296,821					2,493,040	270,021
% of LEP Population			10.1%						10.8%

VII. Methodology

Overview, Sound Transit GIS Title VI Methodology

INTRODUCTION

This document contains an overview of the methodology that Sound Transit uses to calculate Title VI populations.

BACKGROUND

Three population groups are included in the Title VI analysis:

- Limited English proficiency (LEP)
- Low income
- Minorities

Information about the number of people included in each group is available in the Census Bureau's decennial census or American Community Survey (ACS) data. This information is available at the census tract level. (See the 'General Definitions' section for more information on how each population is defined.)

Sound Transit's GIS analysis has two major components:

- Establish baseline estimates of the percentage of the Title VI population in the Sound Transit district
- Establish estimates of the percentage of Title VI populations in the Sound Transit service area, defined here as areas within certain distances of Sound Transit stations and bus stops. (See the 'General Definitions' section for more information on how this area is defined.)

The GIS analysis is complicated by the fact that areas studied (the Sound Transit district and service area) often do not match the census tract boundaries. (See Figure 1 at the end of this section for an example.) To account for this, the Title VI populations must be estimated for census tracts that are split by the district or service area boundary.

GIS estimates these populations using proportions. For each 'split' census tract, the percentage of the area that is inside the district or service area boundary is calculated. (Some uninhabited areas such as waterbodies and parks are removed from consideration to improve the overall quality of the estimates.) For example, if 68% of a census tract is inside the district or service area boundary, then 68% of the tract's Title VI population is included in the overall population estimate. (See Figure 2 below for an example.)

This approach makes the assumption that Title VI populations are evenly distributed throughout a census tract, which is probably almost never the case in reality. However, it is a reasonable way to handle this situation, and is probably less problematic than other possible ways to calculate Title VI populations.

Other possible approaches would be to include the entire Title VI population for census tracts that are partially inside the district or service area boundary, but this would almost certainly over-count these

populations. Using some sort of threshold (for example, including the entire Title VI population if 50% or more of a census tract is inside the district or service boundary) would similarly uncertain, though it would not be clear if the Title VI populations are being under- or over-counted.

Figure 1: Census tracts near the Sound Transit district boundary

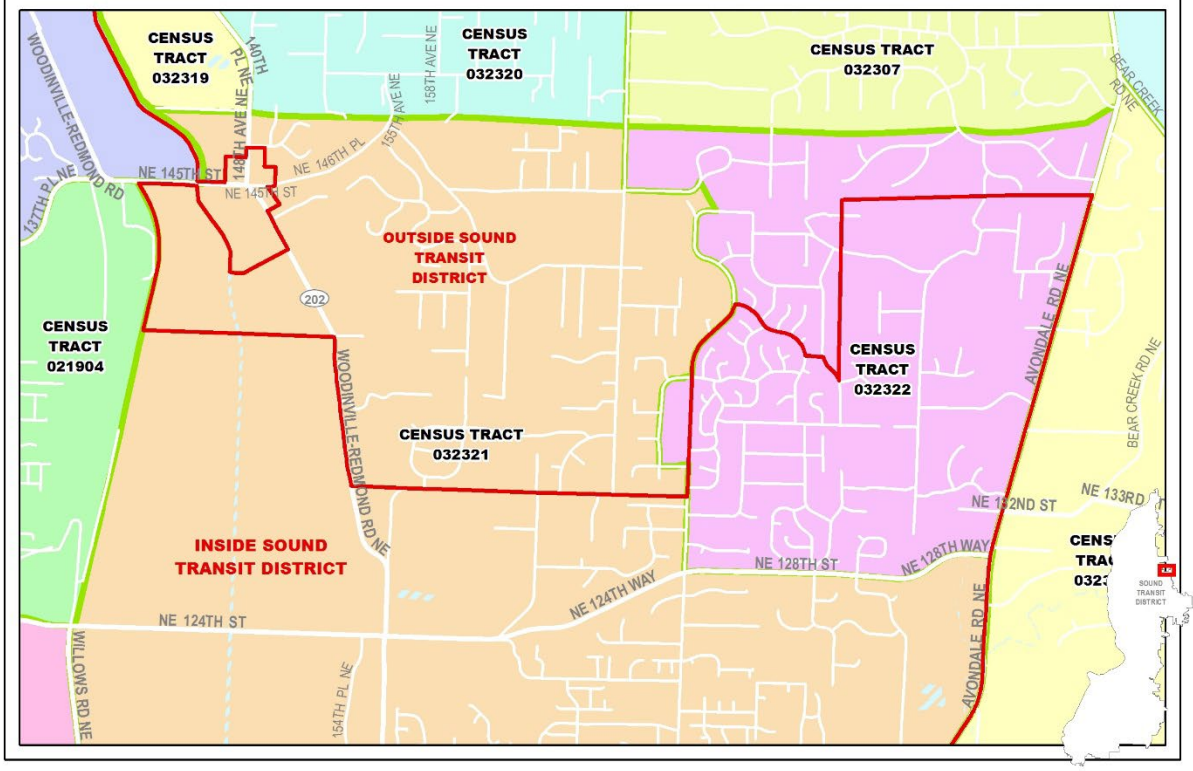
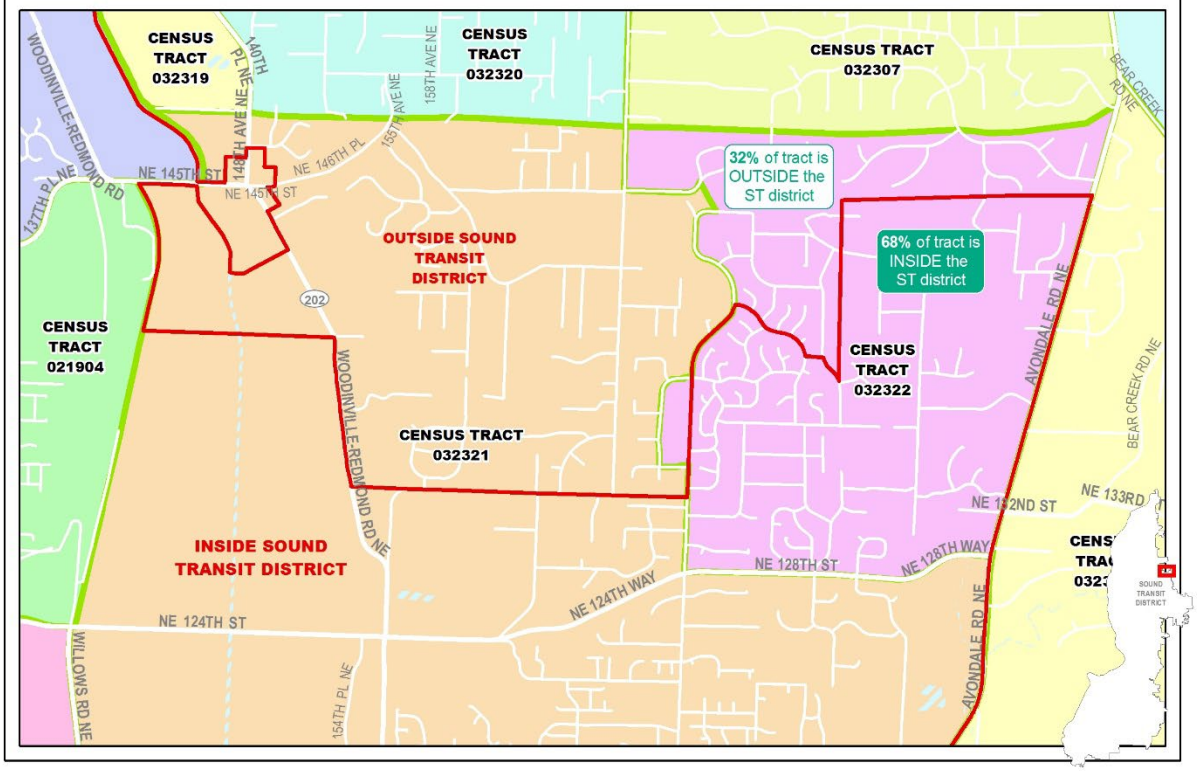


Figure 2: Split census tract 032322



GENERAL DEFINITIONS

Census Tract: A geographic unit used by the Census Bureau to tabulate statistical information. Generally, census tracts include approximately 10,000 people.

Limited English proficiency (LEP) population: People who speak English less than, "Very Well."

Low income population: Low Income is defined as below 150% Federal Poverty Level (FPL)*.

Federal Transit Administration Title VI Requirements and Guidelines circular:
(https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)

Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302 as amended by MAP-21: "refers to an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)).

Minority population: Populations defined as not 'white alone' according to Census tables.

Sound Transit boundary: The area inside the Agency's legal boundary. This boundary is defined by Agency's legal description, last updated in summer, 2021.

Sound Transit service area boundary: Areas near Sound Transit stations and bus stops. The following distances are used to create the 'buffers' which are combined to form the Sound Transit service area boundary:

Rail station service area

- Station with parking: 5 miles
- Station without parking: 1 mile

Bus stop service area

- Major bus facility: 2.5 miles
- Other bus stop: .5 mile

Please note that while this boundary extends past the district boundary in places, ONLY population inside the Sound Transit district are considered.

Appendix L

SoundTransit

Rider Demographics & Travel Patterns

2022

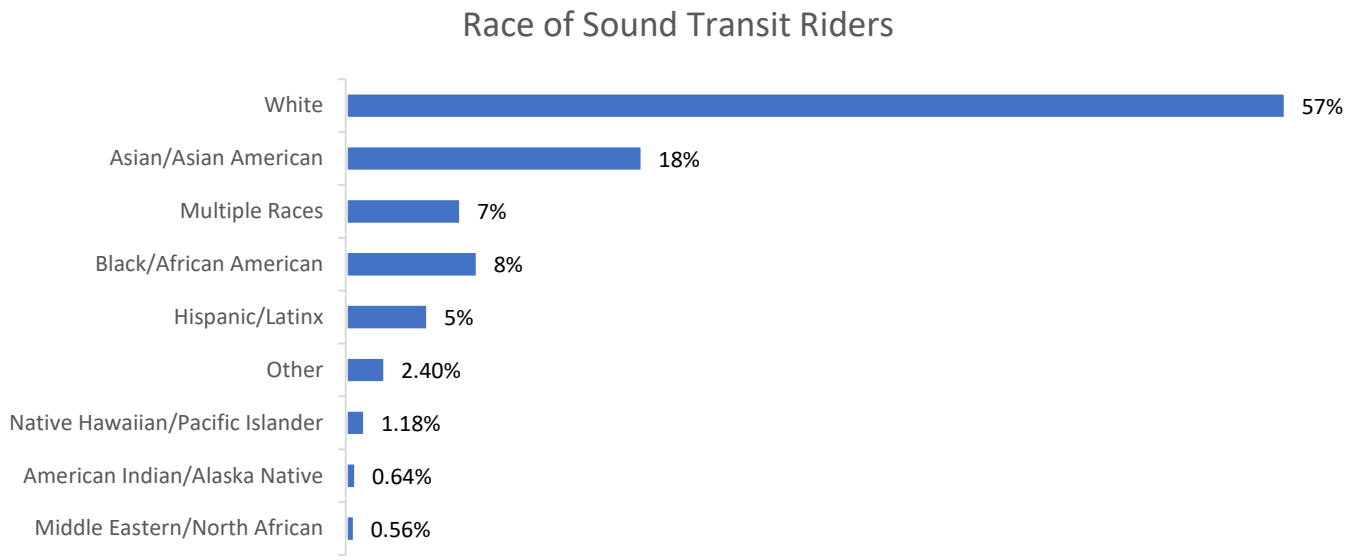
DATA & METHODOLOGY

Sound Transit's last comprehensive survey of rider demographics was conducted on board trains and buses from 2018-2019. The survey chose a random sample of weekday trips between 6 am and 9 pm on which to survey every rider, resulting in a sample of 28,000 responses that is mostly representative of the ridership. As discussed more in the conclusion, this methodology does have limitations that result in certain groups being underrepresented. However, Sound Transit attempted to correct some of this bias by weighting survey results based on known ridership patterns such as the share of boardings by mode, time of day, and segment where the respondent boarded or alighted. Weighting means that if the share of actual responses received with a certain characteristic does not match the share of known riders with that characteristic, we can multiply the responses from underrepresented groups to ensure that equal representation is achieved.

Survey respondents were asked about key demographic characteristics and travel behaviors. Data is summarized below for both minority and non-minority riders.

Race

Sound Transit riders were 57% non-minority (white) and 43% minority (all other races).



Sound Transit does not collect information on the national origin of its riders.

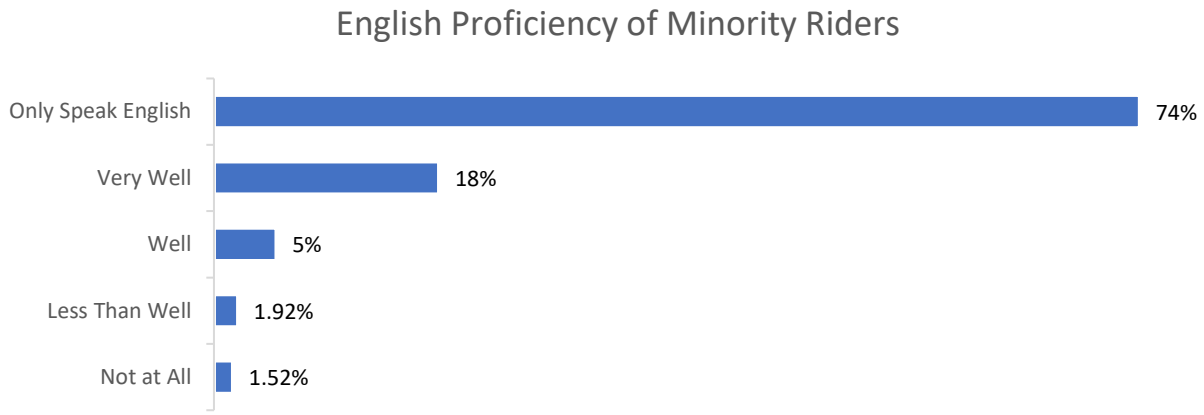
Languages Spoken

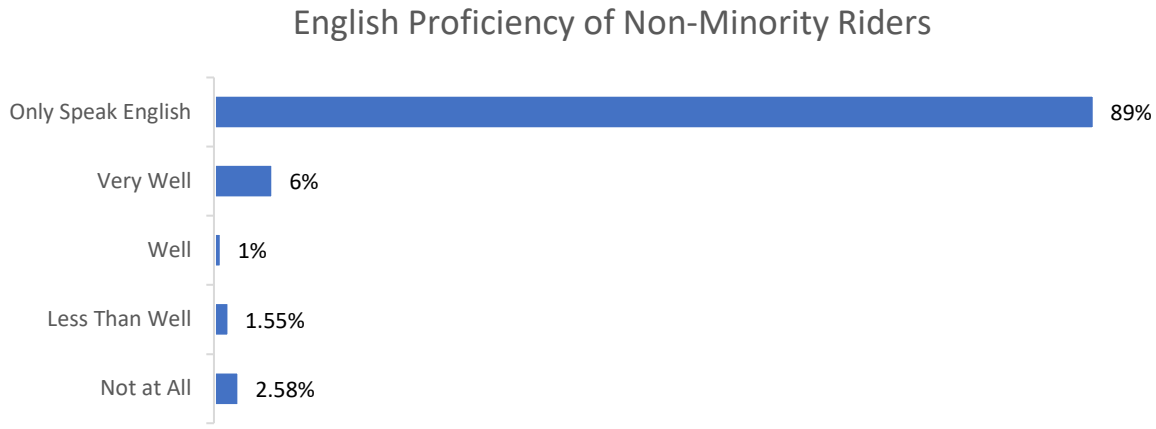
Sound Transit does not collect information on language spoken on our ridership survey. We rely on Census data about languages spoken in a region. The top languages spoken by Limited English Proficiency residents in the Sound Transit district are:

Language	Share of LEP residents
Spanish	27%
Chinese (Mandarin, Cantonese)	16%
Other Asian and Pacific Islander Languages	11%
Vietnamese	10%
Russian, Polish, and other Slavic Languages	8%
Other Indo-European Languages	7%
Korean	7%
Tagalog	5%

English Proficiency

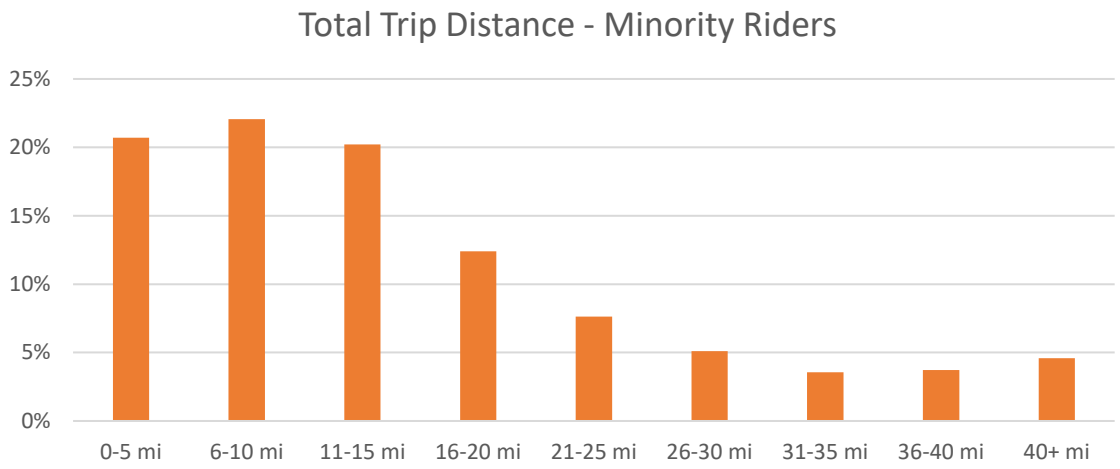
Minority riders were more likely than non-minority riders to speak another language at home and have limited English proficiency (defined as speaking less than “very well”), although the majority of both groups spoke only English at home or were proficient in English.

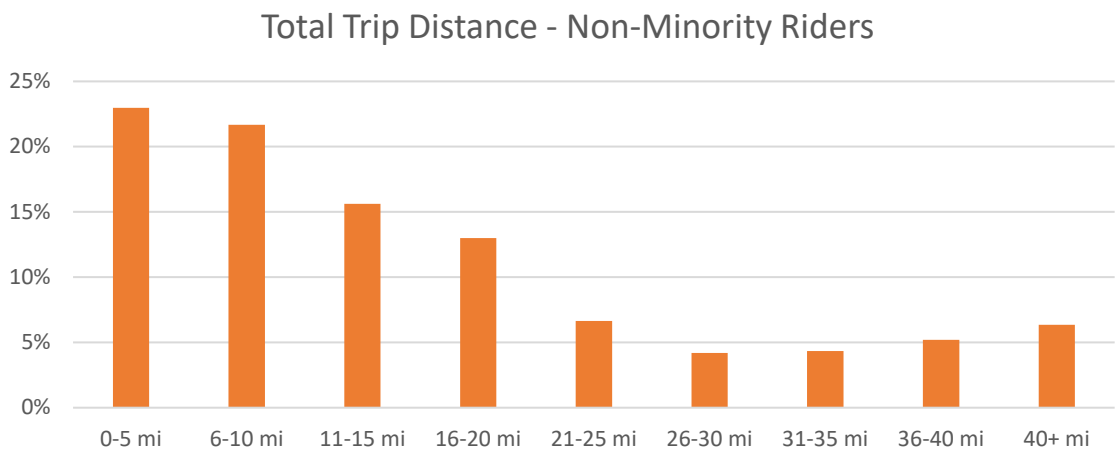




Total Distance Travelled

Riders were asked for the total distance that they planned to travel one-way on the journey they were on when surveyed. Minority and non-Minority riders had similar patterns in the total distance they planned to travel. Most people in either group were traveling less than 15 miles total.

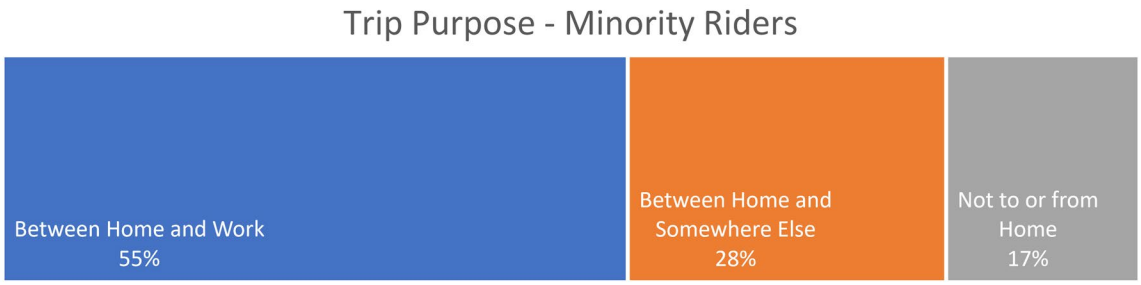




Trip Purpose

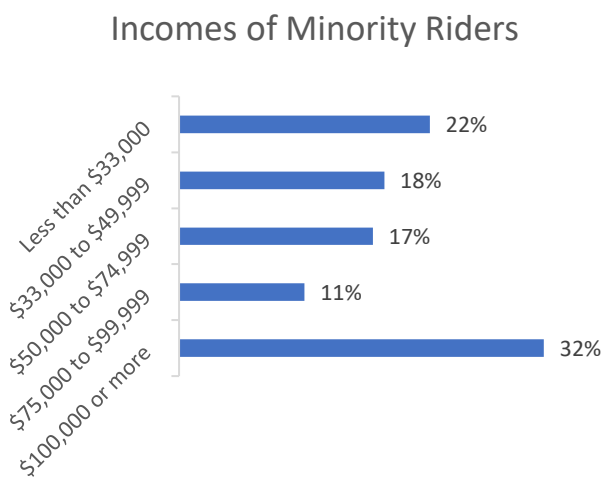
Non-minority riders are more likely to use transit for commuting purposes, that is, trips between home and work, shown as blue on the charts below. This likely reflects the fact that these riders are also more likely to commute at the peak hour, when transit service is most frequent. Accordingly, non-minority riders are more likely to use other travel modes, such as driving, for non-commuting trips where driving is more convenient.

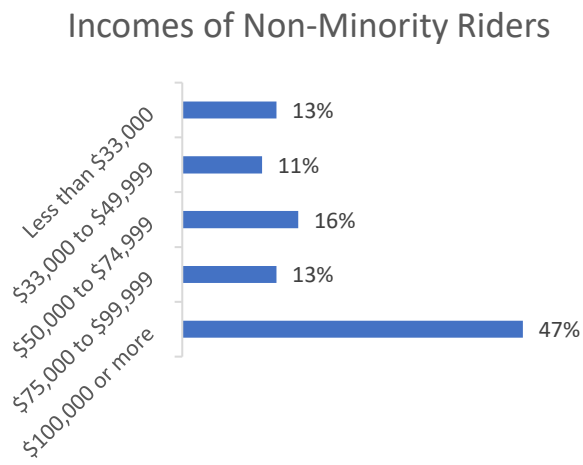
On the other hand, minority riders were slightly more likely to use transit to travel to destinations other than home or work. These destinations could include appointments, childcare pick-up, shopping, and visiting friends or family. Many riders surveyed were traveling in between one of these destinations and home (shown as orange in the chart), or not traveling to or from home at all (shown in gray). They could have been traveling in between work and an appointment, or in between shopping trips, for example. This likely indicates a greater reliance on transit overall, because transit may be less convenient when used for these purposes outside of central business districts and peak hour travel.



Income

Compared to non-Minority riders, Minorities were more likely to earn less than $75,000 per year. This is reflective of income inequality in the region and the country as a whole.





Conclusion

The data show that Sound Transit ridership is diverse, with minority riders generally more likely than non-minority riders to be dependent on transit, have lower incomes, and speak other languages.

This survey data used in this analysis does have some limitations. In any survey, there is a margin of error that represents uncertainty we have when attempting to generalize the characteristics of a sample to an entire population. Additionally, though this survey was available in multiple languages, research on survey methodology shows that Limited English Proficient respondents may still be less likely to complete a survey because it is more difficult to interact with the surveyor, request the language they need, or understand the benefit of completing a survey.

Another limitation is that the survey was conducted on weekdays only from 6 am – 9 pm. Thus, riders on weekends or other times of day are not well represented; these riders are more likely to be minorities and be LEP. Finally, on-board surveys can tend to underrepresent riders who are making short trips, as these riders may feel they don't have the time to complete the survey.

Given these limitations, it is likely that the actual share of minority riders on Sound Transit is higher than 43%. Future surveys will attempt to bridge this gap by surveying on weekends and in the late evenings or early morning hours. Surveyors could also prepare better outreach materials in other languages to increase the chance that a LEP rider would understand what the survey is for and choose to participate. Sound Transit staff will use this data with caution and understand these caveats when reporting these statistics.

SOUNDTRANSIT

Resolution No. R2022-19

Updating Sound Transit's Major Service Change and Fare Change Policies

Meeting:	Date:	Type of action:	Staff contact:
Executive Committee Board of Directors	07/07/2022 07/28/2022	Recommend to Board Final action	Jonté Robinson, Chief Diversity, Equity & Inclusion Officer **Nicole Hill, Deputy Director – Equity & Social Responsibility** **Michael Couvrette, Deputy Director – Service Planning**

Proposed action

Adopts a Disparate Impact and Disproportionate Burden Policy and supersedes Resolution Nos. R2013-18 and R2013-19.

Key features summary

- This policy establishes when the agency conducts equity analyses as required by the FTA and applies to major service changes, fare changes and siting of maintenance facilities.
- The policy requires the agency to perform an equity analysis to determine if service changes, fare changes, and the location selection of a maintenance facility will cause a disparate impact to minority populations. The policy also requires an equity analysis to determine if service and fare changes will create a disproportionate burden on low-income populations.
- Changes to the policy include:
    - Updating the service data used to define a major service change from "platform service hours" to "revenue service hours" to better measure changes in the amount of service delivered to riders.
    - Reducing the distance a bus stop can be moved from ½ mile to ¼ mile before causing a major service change to help highlight changes to rider experience and access when evaluating potential stop location changes.
    - Aligning the threshold for evaluating potential service changes with industry standards by establishing a 5% threshold for changes to a single line or route.
    - Adding a new system-wide analysis to determine the cumulative impacts of past and potential service changes by establishing a 20% threshold for service improvements and service reductions. This threshold is a ratio that compares the percentage of the populations affected by all service changes.
    - Updating fare change evaluation to be consistent with new system-wide analysis threshold of 20% to identify impacts for fare changes. The fare threshold is a ratio similar to systemwide service change threshold. Also adding criteria for evaluating fare media changes.
    - Establishing a facility equity analysis policy that applies to selecting the location of maintenance facilities and establishes threshold at 5%, meaning that a disparate impact

occurs when the percentage of the minority population adversely affected by a maintenance facility location exceeds the percentage of the minority population of the Sound Transit district by at least five percent.

- Revising the definition of low-income to align with poverty guidelines utilized by ORCA to determine low-income reduced fare eligibility.

Background

When Sound Transit considers making significant changes to its transit service, fares or the location of a new maintenance facility, the agency follows Federal Transit Administration (FTA) requirements to make changes in a nondiscriminatory manner, consistent with Title VI of the Civil Rights Act of 1964 (Title VI). FTA requires all transit agencies to measure if impacts of potential changes disproportionately affect minority and low-income populations. Equity is core to Sound Transit's values and a key element of future system expansion.

In order to conduct an equity analysis, the agency first determines the population within the service area impacted by the potential change. Using Census data, staff calculates what percentage of people within this impacted service area self-identify as people of color/minority and how many people live in households earning below 200% of the federal poverty line.

The equity analysis then compares the percentage of Title VI protected populations in the impacted service area to the average percentage of Title VI protected populations across the Sound Transit District to determine if a potential disparate impact or disproportionate burden may be caused by the service change.

- A Disparate Impact is defined as, "A facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin".
- A Disproportionate Burden is defined as, "A policy or practice that disproportionately affects low-income populations more than non-low-income populations".

In 2013, Sound Transit established policies for conducting equity analyses of Major Service Changes and Fare Changes impacting minority or low-income populations via Resolution No. R2013-18 and Resolution No. R2013-19. The policies establish when an equity analysis is required and also establish thresholds to identify potential situations where changes may disproportionately impact minority and low-income populations.

This resolution proposes a new policy that would consolidate, update, and replace Resolution No. R2013-18 and Resolution No. R2013-19. The new policy will better reflect our growing region and network of transit services. Future system expansion will bring significant changes as we open new Link and Stride stations and adjust existing bus service to better connect communities with new stations. The updated policies will better prepare the agency for evaluating potential changes in the next few years.

Fiscal information

The proposed policy has no budget or financial impact.

Small business participation and apprenticeship utilization

Not applicable to this action.

Public involvement

The following public engagement efforts were conducted beginning in March 2022.

- Presentation to the Transportation Access Coalition
- Presentation to the Citizens Accessibility Advisory Council
- Dedicated public website with information about the proposed DIDB Policy.
- A short survey to solicit feedback was translated into Sound Transit's top six Title VI languages and available via the website.
- Traffic to the website driven by social media posts and press release.

Time constraints

The proposed Disparate Impact and Disproportionate Burden (DIDB) Policy will be included in the Sound Transit 2022 Title VI submittal to the FTA. The Board is scheduled to take final action to approve the submittal at the August 2022 Board of Directors meeting. Submittal is to be sent to the FTA by October 1, 2022. FTA regulations prevent the policy from being changed between triennial program submissions.

Prior Board/Committee actions

Resolution No. R2013-18: Established policies for conducting equity analysis of Major Service Changes impacting minority and low income populations.

Resolution No. R2013-19: Established policies for conducting equity analysis of Fare Changes impacting minority and low income populations.

Resolution No. R2011-15: Adopted an inclusive public participation policy to ensure meaningful access to public involvement and community outreach programs for minority, low income and limited English proficient populations.

Environmental review – KH 6/16/22

Legal review – MT 7/1/22

Resolution No. R2022-19

Disparate Impact and Disproportionate Burden Policy

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting a Disparate Impact and Disproportionate Burden Policy and superseding Resolution Nos. R2013-18 and R2013-19.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under chapters 81.104 and 81.112 of the Revised Code of Washington (RCW) for the Pierce, King and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Sound Transit district on November 5, 1996, November 4, 2008 and November 8, 2016, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, Sound Transit has made a commitment to the people within its three-county region to seek community involvement as it plans, designs, builds and operates a regional transit system; and

WHEREAS, Sound Transit is a recipient of federal funding primarily from the Federal Transit Administration (FTA); and

WHEREAS, consistent with Title VI of the Civil Rights Act of 1964, Sound Transit is committed to providing services without regard to race, color or national origin, promoting the full and fair participation of affected populations in transit decision-making and preventing denial, reduction or delay in benefits related to programs and activities that benefit minority or low-income populations; and

WHEREAS, in accordance with Title VI requirements and FTA guidelines, the Sound Transit Board established policies in 2013 to conduct analyses of and set analysis thresholds for disparate impacts and disproportionate burden for major service changes and fare changes and take all reasonable steps to remove, explore alternatives or otherwise mitigate and reduce any disparate impacts on minority populations or disproportionate burden on low-income populations; and

WHEREAS, the agency has determined the need to update the disparate impact and disproportionate burden analysis thresholds and expand the policy's scope to address the siting of maintenance facilities; and

WHEREAS, the agency has conducted public outreach to receive input on this proposed policy.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority that Resolution Nos. R2013-18 and R2013-19 are hereby superseded with a Disparate Impact and Disproportionate Burden Policy, which is hereby adopted as follows:

1.0 Scope

1.1 This policy establishes when the agency conducts equity analyses as required by the FTA and applies to major service changes, fare changes and siting of maintenance facilities.

2.0 Definitions

2.1 Disparate impact: A facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin pursuant to FTA guidelines.

2.2 Disproportionate burden: A policy or practice that disproportionately affects low-income populations more than non-low-income populations pursuant to FTA guidelines.

2.3 Fare change: A change in fare, regardless of the amount of the increase or decrease and including changes in payment type or payment media and availability or duration of paper or electronic transfers, except for promotional periods where Sound Transit has declared that all passengers will ride free, temporary fare reductions that are mitigating measures for other actions and promotional or temporary fare reductions lasting no more than six months.

2.4 Low-income population: A population whose household income is at or below the poverty guidelines set by the Department of Health and Human Services level utilized by the regional transit fare program to determine low-income reduced fare eligibility.

2.5 Major service change: Any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly revenue service hours, permanently move the location of a bus stop by more than a quarter mile or rail station by more than a half mile and/or close or eliminate a bus stop or rail station without a replacement of any kind within a quarter mile for bus stops or a half mile for rail stations. A major service change excludes:

2.5.1 Replacement of an existing transit service by a different route, mode or contractor providing a service with the same headways, fare, transfer options, span of service and stops, so long as an analysis is completed that provides evidence that the replacement level service is equal to or better than the existing Sound Transit service; or

2.5.2 Changes to route numbers without any other changes to the route characteristics; or

2.5.3 Changes to service or new services considered to be temporary, where temporary is defined as less than 12 months in duration.

2.6 Maintenance facility: A bus or rail operations and maintenance facility, maintenance of way facility or any other standalone facility necessary to support the agency's transit operations, excluding traction power substations.

2.7 Minority population: A population who self-identifies as American Indian/Alaska Native, Asian, Black or African American, Hispanic or Latino and/or Native Hawaiian/Pacific Islander.

3.0 Policy

3.1 The agency measures adverse effects that could cause a disparate impact and/or disproportionate burden before any proposed major service change, fare change or siting of a maintenance facility.

3.2 **Major service changes**

3.2.1 The agency conducts an equity analysis of all proposed major service changes to determine adverse effects and equitable distribution of benefits. For major service changes:

3.2.1.a Adverse effects are a geographical or time-based reduction in service, which includes, but is not limited to, span of service changes, frequency of service changes, route segment elimination and rerouting or route elimination, and

3.2.1.b Benefits are a geographical or time-based addition of service, which includes, but is not limited to, an increase in span, frequency and service coverage.

3.2.2 **Changes to a single line or route.** When a proposed major service change to a single line or route creates a potential adverse effect, a disparate impact or disproportionate burden occurs when the percentage of the adversely affected minority or low-income population in the service area of the line or route exceeds the percentage of the minority or low-income population within the Sound Transit district by at least five percentage points (e.g., 15 percent of the population adversely affected is low-income compared to a district low-income population of 10 percent).

3.2.3 **Systemwide service reductions.** When a systemwide potential adverse effect occurs due to major service changes on more than one line or route, the agency determines if the collective service reductions create a disparate impact or disproportionate burden by comparing the percentage of the service area's minority or low-income population adversely affected by the major service reductions to the percentage of the district's non-minority or non-low-income population adversely affected.

3.2.3.a If the percentage of the minority or low-income population adversely affected is 20 percent or greater than the percentage of the non-minority or non-low-income population adversely affected (e.g., 12 percent or more of the minority population is adversely affected while 10 percent or less of the non-minority population is adversely affected), the reductions create a disparate impact or disproportionate burden.

3.2.3.b Collective service reductions include both service reductions under consideration for the next year and implemented service reductions in the past two years, both major and minor service changes.

3.2.4 **Systemwide service additions.** When a systemwide potential adverse effect occurs due to major service changes on more than one line or route, the agency determines if the collective service additions create a disparate impact or disproportionate burden by comparing the percentage of the minority or low-income population who benefit from the major service additions to the percentage of the district's non-minority or non-low-income population who benefits from the service additions.

3.2.4.a If the percentage of the minority or low-income population benefited is 80 percent or less than the percentage of the non-minority or non-low-income population benefited (e.g., eight percent or less of the minority population benefits while 10 percent or more of the non-minority population benefits), the changes create a disparate impact or disproportionate burden.

3.2.4.b Collective service additions include both service additions under consideration for the next year and implemented service additions in the past two years, both major and minor service changes.

3.3 **Fare changes**

3.3.1 The agency conducts an equity analysis of all proposed fare changes, as identified in section 2.3, to determine any potential disparate impact or disproportionate burden.

3.3.2 **Fare increases.** When considering a fare increase, if the agency's analysis indicates that the average percentage fare increase experienced by minority or low-income riders is 20 percent or greater than the average percentage fare increase experienced by non-minority or non-low-income riders, the change creates a disparate impact or disproportionate burden.

3.3.3 **Fare decreases.** When considering a fare decrease, if the agency's analysis indicates the average percentage fare decrease experienced by non-minority or non-low-income riders is 20 percent or greater than the average percentage fare decrease experienced by minority or low-income riders, the change creates a disparate impact or disproportionate burden.

3.3.4 **Change in payment type or fare media.** When considering a change in payment type or fare media, if the agency's analysis indicates that the impact on minority or low-income riders is 20 percent or greater than the impact on non-minority or non-low-income riders, the change creates a disparate impact or disproportionate burden. To the extent a change to fare media has any impact on the cost to ride transit, the incremental costs associated with the change are considered as part of a fare increase or decrease analysis.

3.4 **Siting of maintenance facilities**

3.4.1 The agency conducts an equity analysis to determine any disparate impact for maintenance facilities that require the acquisition of land.

3.4.2 A maintenance facility location creates an adverse effect when both direct costs, such as residential and business displacements, and indirect costs, such as construction impacts and public health risks, are greater than the benefits to the surrounding community associated with the proposed facility location. The measurement of the costs and benefits of the facility location alternatives may include quantitative data and qualitative inputs from potentially impacted communities.

3.4.3 A disparate impact occurs when the percentage of the minority population adversely affected by a maintenance facility location exceeds the percentage of the minority population of the Sound Transit district by at least five percent.

3.5 **Findings of disparate impact or disproportionate burden**

3.5.1 If the agency's analyses find that a major service change or fare change results in a potential disparate impact or disproportionate burden or a maintenance facility location results in a disparate impact, then the agency must consider steps to avoid, reduce and/or mitigate the potential adverse effects and reanalyze the modified proposal to determine if potential effects were removed or lessened.

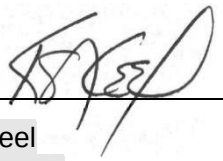
3.5.2 The agency conducts public outreach regarding major service changes, fare changes and maintenance facility location selections, including the agency's steps to avoid, reduce and/or mitigate any adverse effects and the modified proposal to determine if potential effects were removed or lessened.

3.5.3 If the equity analysis reveals a major service change or fare change creates a disparate impact or disproportionate burden or a facility location creates a disparate impact, the agency may only proceed if it has a substantial legitimate justification for implementing the proposal and the selected proposal is the least discriminatory under consideration.

4.0 References

4.1 Resolution No. R2011-15 Inclusive Public Participation and Community Outreach (Title IV) Policy

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on July 28, 2022.



Kent Keel
Board Chair

Attest:

Kathryn Flores
Board Administrator

Appendix N

2020 Service Implementation Plan

ADOPTED NOVEMBER 2019

SOUNDTRANSIT

TABLE OF CONTENTS

Wayfinding through the document

Table of Contents ..... **i**

List of Tables ..... **ii**

List of Figures ..... **iii**

Introduction **2**

2020 Service Plan **10**

ST Express Service Plan 12

Link Service Plan 14

Tacoma Link Service Plan 16

Sounder Service Plan 17

Adopted 2020 Service Changes 18

Public Engagement 19

North Eastside Mobility Plan - SR 520 20

Other Adopted 2020 Major Service Changes 24

Minor Service Changes to Consider in 2020 25

Ridership & Performance **26**

ST Express Ridership 28

ST Express Performance 32

Sounder Ridership & Performance 38

Link Ridership & Performance 42

Tacoma Link Ridership 48

Boardings at Major Transit Facilities 50

Service Equity Analysis (Title VI Evaluation) **56**

Evaluation of 2020 Adopted Changes 60

Service Quality 64

Route Profiles **70**

How to Read Route Profiles 70

Sounder North **72**

Sounder South **74**

Route 580: Lakewood - Puyallup 76

Route 596: Bonney Lake - Sumner 78

Link **80**

Tacoma Link **84**

I-5 North Corridor **88**

Route 510: Everett – Seattle 90

Route 511: Lynnwood – Seattle 92

Route 512: Everett – Seattle 94

Route 513: Everett – Seattle 98

SR-522 Corridor **100**

Route 522: Woodinville – Seattle 102

I-405 North Corridor **106**

Route 532: Everett – Bellevue 108

Route 535: Lynnwood – Bellevue 110

SR-520 Corridor **114**

Route 540: Kirkland – U. District 116

Route 541: Overlake – U. District 118

Route 542: Redmond – U. District 120

Route 545: Redmond – Seattle 124

Route 555: Northgate – Bellevue 128

Route 556: Issaquah – Northgate 130

I-90 Corridor **132**

Route 550: Bellevue – Seattle 134

Route 554: Issaquah – Seattle 138

I-405 South Corridor **142**

Route 560: Westwood Village – Bellevue 144

Route 566: Auburn – Overlake 148

Route 567: Kent – Overlake 150

I-5 South | South King Corridor **152**

Route 574: Lakewood-SeaTac 154

Route 577: Federal Way – Seattle 158

Route 578: Puyallup – Seattle 162

I-5 South | Pierce County Corridor **166**

Route 586: Tacoma – U. District 168

Route 590: Tacoma – Seattle 170

Route 592: DuPont – Lakewood – Seattle 172

Route 594: Lakewood – Seattle 174

Route 595: Gig Harbor – Seattle 178

Appendix **180**

Title VI Maps by Service Change 180

Public Outreach Summary - What We Heard 190

List of Figures

Figure 1: Existing Sound Transit System Map 5
Figure 2: Approved Sound Transit Projects System Map 9
Figure 3: ST Express 2018-2020 Service Statistics 13
Figure 4: Link 2018-2020 Service Statistics 14
Figure 5: Tacoma Link 2018-2020 Service Statistics 16
Figure 6: Sounder 2018-2020 Service Statistics 17
Figure 7: Summary of Sound Transit SR-520 adopted changes 21
Figure 8: Average Weekday ST Express Ridership, 2010 - 2019 28
Figure 9: ST Express Ridership by Corridor, Spring 2019 29
Figure 10: ST Express Ridership by Route, 2017 - 2019 30
Figure 11: Route 550 Historical Ridership and Milestones 31
Figure 12: ST Express Weekday Loads by Corridor and Time of Day 36
Figure 13: Example of Actual ST Express Service Levels Compared to Scheduled Service 37
Figure 14: Average Weekday Ridership Sounder South, 2010-2019 39
Figure 15: Average Weekday Ridership Sounder North, 2010-2019 39
Figure 16: Sounder On-time Performance 2018 - 2019 40
Figure 17: Sounder Incident Length by Date in Q2 2019 40
Figure 18: Sounder Customer Comments by Type, 2019 41
Figure 19: Average Weekday Link Ridership, 2010 - 2019 42
Figure 20: Weekday Link Ridership by Time of Day, Spring 2018 to Spring 2019 43
Figure 21: Saturday Link Ridership by Time of Day, Spring 2018 to Spring 2019 43
Figure 22: Sunday Link Ridership by Time of Day, Spring 2018 to Spring 2019 43
Figure 23: Link Ridership by Station, Spring 2018 to Spring 2019 44
Figure 24: Link On-time Performance 2018-2019 45
Figure 25: Maximum Car Loads on Individual Link Trips by Hour of Day, Northbound (June 2019) 47
Figure 26: Maximum Car Loads on Individual Link Trips by Hour of Day, Southbound (June 2019) 47
Figure 27: Tacoma Link Ridership by Hour, Spring 2019 48
Figure 28: Average Weekday Tacoma Link Ridership, 2010-2019 48
Figure 29: Tacoma Link On-time Performance 2018-2019 49
Figure 30: Tacoma Link Average Loads, Spring 2019 49
Figure 31: Map of Ridership at Select Snohomish County Facilities 51
Figure 32: Map of Ridership at Select East King County Facilities 52
Figure 33: Map of Ridership at Select South King County Facilities 54
Figure 34: Map of Ridership at Select Pierce County Facilities 55
Figure 35: Low-Income & Minority Populations for Facilities Served by ST 59
Figure 36 : HOV Lane Reliability by Corridor, WSDOT 2018 66

Figure 37: Minority Population Affected by North Eastside Mobility Plan Changes 180
Figure 38: Low Income Population Affected by North Eastside Mobility Plan Changes 181
Figure 39: Limited English Proficiency Population Affected by North Eastside Mobility Plan Changes 182
Figure 40: Minority Population Affected by Route 566 Stop Discontinuation 183
Figure 41: Low Income Population Affected by Route 566 Stop Discontinuation 184
Figure 42: Limited English Proficiency Population Affected by Route 566 Stop Discontinuation 185
Figure 43: Minority Population Affected by Route 577/578 Weekend Changes 186
Figure 44: Low Income Population Affected by Route 577/578 Weekend Changes 187
Figure 45: Limited English Proficiency Population Affected by Route 577/578 Weekend Changes 188

List of Tables

Table 1: ST Express 2018-2020 Service Statistics 11
Table 2: ST Express 2018-2020 Service Statistics by Partner 11
Table 3: Link 2018-2020 Service Statistics 11
Table 4: Sounder 2018-2020 Service Statistics 11
Table 5: Tacoma Link 2018-2020 Service Statistics 11
Table 6: Potential Major Service Changes for Implementation in 2020 18
Table 7: Potential Minor Service Changes for Implementation in 2020 18
Table 8: Summary of Outreach Event locations 19
Table 9: Existing and Future SR-520 corridor service levels 22
Table 10: Route 544 Service Plan in March 2020 23
Table 11: ST Express Productivity Metrics by Route 33
Table 12: ST Express Service Quality Metrics by Route 35
Table 13: Sound Transit Facility Service Area Definition 58
Table 14: Sound Transit District Populations 58
Table 15: Title VI Populations of the Route 544 Service Area 60
Table 16: Title VI Populations of the Route 566 Service Area 62
Table 17: Title VI Populations of Routes 577/578 63
Table 18: Summary of Service Quality Assessment 64
Table 19: Table of Minority Routes 65
Table 20: Table of Low Income Routes 65
Table 21: Summary of Outreach Event locations 190

INTRODUCTION

What is the Service Implementation Plan?

Background

Each year, Sound Transit prepares a Service Implementation Plan that guides delivery of ST Express bus, Sounder commuter rail, and Link light rail services. In coordination with the annual agency budget process, the Service Implementation Plan provides both a forward look at future service plans and a review of existing ridership and performance trends.

Contents

2020 Adopted Service Plan

This section identifies adopted major changes to Sound Transit services in 2020, including context of why changes were proposed as well as key themes that will guide service strategies for the next several years. This section also summarizes resources required to operate all lines of service.

Ridership & System Performance

This section summarizes ridership numbers by mode, route and corridor and describes the different performance measures as defined in Sound Transit's Service Standards and evaluates existing services to help inform why certain service changes were proposed in the 2020 Service Plan.

Service Equity Analysis

This section evaluates the 2020 Service Plan major service changes to ensure that changes to transit service are consistent with Title VI policies.

The ST Network (Route Profiles)

Route profiles highlight the performance of ST Express routes in relation to each other and provide context for service planners to identify potential changes in upcoming years. This year's revamped route profiles have an increased emphasis on the passenger experience by evaluating frequency, service time span, loading, and on-time performance of each route.

Sound Transit *Existing Service*

ST Express

ST Express bus offers fast, frequent, two-way service on 28 routes connecting Snohomish, King, and Pierce Counties. Sound Transit provides this bus service via service agreements with our transit partners: King County Metro, Pierce Transit, and Community Transit. ST Express provides service to over 50 transit centers and park-and-ride lots.

Tacoma Link

Tacoma Link is a 1.6-mile light rail passenger line that runs through the heart of downtown Tacoma. There are six unique stations complete with artwork that reflects the history and community of Tacoma. Trains run every 12 minutes during the day on weekdays and Saturdays, and every 24 minutes on Sundays all day and weekdays during the early morning and evening hours.

Sounder

Sounder commuter rail spans three counties, serving commuters on the north line from Everett to Seattle and on the south line from Lakewood to Seattle. Sound Transit owns the railway between Lakewood and Tacoma, and Burlington Northern Santa Fe Railway, owner of the railroad between Tacoma and Everett, operates Sounder service under a contract with Sound Transit. Amtrak provides maintenance for the Sounder fleet of locomotives and passenger cars.

Link

Link Light Rail operates on over 20 miles of alignment between the University of Washington Station in the City of Seattle and Angle Lake Station in the City of SeaTac, serving 16 passenger stations, including four stations in the Downtown Seattle Transit Tunnel (DSTT). King County Metro operates and maintains the system through an intergovernmental agreement with oversight by agency staff. Paratransit service is also operated by King County Metro within the Link service area.

Figure 1: Existing Sound Transit System Map

Service Change Process

Sound Transit's 2020 Service Implementation Plan (SIP) is part of a regular process of managing our regional network of ST Express bus, Sounder commuter rail and Link light rail services. Prepared annually in coordination with the agency budget, the SIP provides important details on service delivery for the upcoming year and plans for the future.

Sound Transit manages the transit network through service changes. Service changes are classified as either minor or major changes and occur in March or September of every year.. All major service changes include public participation and require approval by the Sound Transit Board of Directors. Any change classified as minor may be made without Board approval, allowing staff to be responsive in addressing minor service quality issues.

When proposing service changes, whether major or minor, Service Planning always considers these priorities shown below. We continually monitor our service to identify places with crowding or reliability issues and propose changes to the system to reflect changes in customer behaviors. Additionally, when the system changes, whether it's a freeway station closure or a new Link opening, we work with our partners to identify the transportation network will change and work on a plan that minimizes duplication while still enhancing regional mobility. Service Changes are also analyzed in the lens of Title VI policies to ensure service is equitably distributed across our service area to protect vulnerable populations. All these proposals are always brought to the customer prior to changes, and we review feedback on a regular basis and incorporate customer input in the planning process.

Service Planning Fundamentals

Major Service Change: changes service hours on a route by more than 25 percent OR moves a stop by more than ½ mile. Requires public participation and approval by the Board.

Service Quality: reduce crowding and improve reliability to support a quality customer experience.

Productivity: maximize the efficiency & effectiveness of transit investment.

Build Ridership: grow ridership in support of system expansion.

Service Equity: ensure service changes are consistent with Title VI policies.

Partner Coordination: plan an integrated transit network with our partner agencies.

Customer Input: incorporate customer input into the planning process.

Managing the Transit Network

Service Standards

Since 1998, Sound Transit has used its board-adopted Service Standards and Performance Measures to plan, monitor and manage Sound Transit services. This document:

- Describes how Sound Transit service should be designed to reflect the characteristics of a high-speed, limited-stop regional system.
- Sets guidelines used to design, evaluate and manage transit service with the objective of maximizing efficiency, effectiveness, and service quality in the system.
- Guides a multi-step process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

For more information:

soundtransit.org/sip

servicechanges@soundtransit.org

1-866-940-4387

Service Changes

- **Development –** Sound Transit manages the transit network through service changes. Service changes may be developed out of four key processes:
  - **Performance Monitoring** – Identify services that do not meet service standards and evaluate options for improving performance as well as identify opportunities to meet demand for services that are performing well.
  - **Voter approved plans** – Completion of major high-capacity transit capital projects may result in modifying existing service to maximize network connectivity.
  - **Budget –** In coordination with voter approved plans, defines the limits to how much service Sound Transit is able to provide.
  - **Regional coordination with partner agencies –** Work with partner agencies to restructure service or to better facilitate transfers between local and regional service.
- **Title VI Evaluation –** Determine if potential adverse effects of service changes create an unfair burden on typically underrepresented communities.
- **Board Approval –** Major service changes are approved by the board as part of this document and the budget.
- **Implementation –** Service changes are made in March and September of each year.

Public Process and Board Approval

Each year the Service Implementation Plan is released publicly before a presentation to the Rider Experience & Operations Committee of the Board of Directors. In years with proposed major service changes, the public is given the opportunity to comment on any major service changes at open-house style meetings held in areas most directly affected by the proposed service changes. Prior to presentation to the Board of Directors, a public hearing is held allowing opportunities for comment on any major service changes. Customers and members of the public are encouraged to comment on the draft plan through email, letter, telephone, or in-person at a public meeting.

Sound Transit *Future Service*

SYSTEM EXPANSION

In 1996, voters in Central Puget Sound approved the Sound Move plan with a mandate to build a mass transit system connecting major urban centers in Snohomish, King, and Pierce counties. Covering more than 1,000 square miles, the Sound Transit District serves a population of over 3 million people. The Sound Transit District is composed of 40 cities, including most of the urban areas of King, Pierce, and Snohomish counties. Voters approved a second phase of mass transit, Sound Transit 2 (ST2), in 2008 and a third phase of mass transit expansion, Sound Transit 3 (ST3), in 2016. Under the plans, the regional light rail system will reach over 50 miles by 2024 expanding to Lynnwood, Bellevue, Overlake, and Federal Way. By 2041, Link will expand to over 110 miles with expansions to Everett, Issaquah, Kirkland, West Seattle, Ballard, and Tacoma. The Sounder commuter rail line will expand to DuPont, and have frequent peak service between Seattle and Lakewood. ST Express will continue to serve major regional travel corridors. New BRT lines will also serve SR 522 and I-405. Figure 2 shows the Sound Transit system map with the full build-out of voter-approved projects.

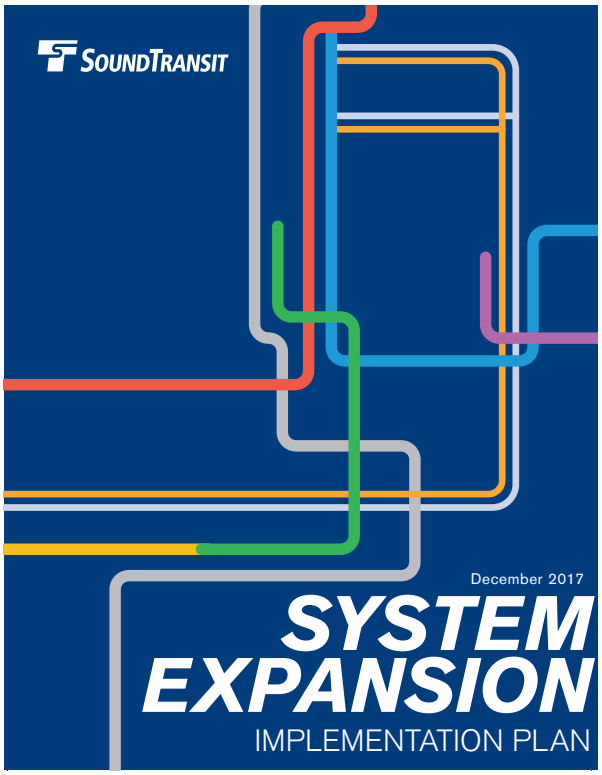


Figure 2: Approved Sound Transit Projects System Map

2020 SERVICE PLAN

What will change in 2020?

Overview

In 2020, Sound Transit riders will notice several changes that are designed to set the system up for our future expansion. Construction to integrate East Link into the existing Link system will cause significant light rail disruption during the first quarter. We'll also restructure ST Express service, in coordination with King County Metro, to improve service to Northeast King County. Riders on Sounder North and South Lines and Tacoma Link will experience little to no change in 2020.

KEY CHANGES FOR 2020

Connect 2020

As part of East Link light rail construction, Sound Transit's Connect 2020 project will tie East Link tracks into the current Link system at International District/ Chinatown Station.

For 10 weeks beginning in January, Link riders continuing through Downtown Seattle will need to switch trains at Pioneer Square Station via a temporary center platform. This will allow construction crews to close one track at a time and connect the new line.

Congestion, Reliability, Capacity

In keeping with our ongoing analysis of ST Express bus services, we may make additional changes to address congestion, on-time performance issues or overcrowding. Service Planning staff actively monitor service when region-wide changes happen, such as when buses adjusted pathways in Downtown Seattle, and we'll continue to refine and adjust schedules to best reflect new travel time conditions and changing passenger demands.

North Eastside Mobility Plan

King County Metro is planning several changes to streamline transit service and increase transit reliability in the north Eastside. After coordinating with Metro to develop a more integrated transit network in the SR- 520 corridor, Sound Transit is proposing the following changes to coincide with the Metro Route 255 restructure:

- Discontinue Route 540 with alternate service provided on restructured KCM Route 255.
- Discontinue a majority of Route 541 trips, temporarily preserving select trips where ridership demand is strongest to accommodate growing ridership.
- Implement new Route 544 between Overlake Village and South Lake Union, via S. Kirkland Park-and-Ride and SR-520, using saved resources from Routes 540 and 541.

Service Hours and Vehicles Needed

ST Express

Service in 2020 reflects an annualization of changes to service made in 2019 as well as the implementation of the North Eastside Mobility Plan. Minor service changes will focus on improving reliability to Title VI populations in 2020, where applicable, and addressing overcrowding.

YEAR		PLATFORM HOURS	PLATFORM MILES	PEAK VEHICLE COUNT
2018	Actual	795,319	16,327,548	258
2019	Estimated	816,500	16,785,400	261
2020	Estimated	829,400	17,004,100	260

Table 1: ST Express 2018-2020 Service Statistics

By Partner

Table 2 shows service levels by partner. Implementation of Route 544 will be handled by Pierce Transit from March to September of 2020, with route operation transferring to King County Metro in September 2020. *Peak vehicle counts reflect the maximum number of vehicles operated by the partner at any point in the year, and the sum will be greater than the peak vehicle amounts for ST Express shown above*.

	YEAR		PLATFORM HOURS	PLATFORM MILES	PEAK VEHICLE COUNT
Community Transit	2018	Actual	150,483	3,427,300	50
	2019	Estimated	158,700	3,619,300	54
	2020	Estimated	154,700	3,633,600	52
	YEAR		PLATFORM HOURS	PLATFORM MILES	PEAK VEHICLE COUNT
King County Metro	2018	Actual	303,200	4,863,482	101
	2019	Estimated	308,000	5,035,200	101
	2020	Estimated	309,800	4,851,500	102
	YEAR		PLATFORM HOURS	PLATFORM MILES	PEAK VEHICLE COUNT
Pierce Transit	2018	Actual	341,600	8,036,734	107
	2019	Estimated	349,700	8,130,826	118
	2020	Estimated	364,800	8,146,651	120

Table 2: ST Express 2018-2020 Service Statistics by Partner

Link

Changes in platform hours and miles reflect the 10-week Connect 2020 project, where four-car trains will run every 12 minutes rather than the regular schedule of a mix of two- and three-car trains every 6 minutes during peak periods. These hours and miles also reflect three weekends of partial shutdowns in the Downtown Seattle Transit Tunnel, which requires supplementary bus service.

YEAR		PLATFORM HOURS	PLATFORM MILES	PEAK TRAIN COUNT
2018	Actual	102,483	2,100,172	19
2019	Estimated	101,200	2,083,800	19
2020	Estimated	100,500	1,978,400	19

Table 3: Link 2018-2020 Service Statistics

Sounder

No major changes will occur in 2020. As a result, train platform hours and miles are not expected to change significantly.

YEAR		PLATFORM HOURS	PLATFORM MILES	PEAK TRAIN COUNT
2018	Actual	13,356	372,228	11
2019	Estimated	13,200	372,300	11
2020	Estimated	13,200	372,300	11

Table 4: Sounder 2018-2020 Service Statistics

Tacoma Link

No major changes will occur in 2020. As a result, train platform hours and miles are not expected to change significantly. Note that these estimates do not take into account potential reduced service due to Hilltop Tacoma Link Extension construction impacts.

YEAR		PLATFORM HOURS	PLATFORM MILES	PEAK TRAIN COUNT
2018	Actual	9,824	75,609	2
2019	Estimated	9,800	75,600	2
2020	Estimated	9,800	75,600	2

Table 5: Tacoma Link 2018-2020 Service Statistics

ST Express Service Plan

SERVICE CONTEXT

ST Express currently operates 28 routes throughout the three-county service area. Many of these routes serve downtown Seattle, with other routes operating to downtown Bellevue or serving as connectors to Sounder service.

The year 2019 saw significant changes to the ST Express network. Route 550 now serves surface streets in Downtown Seattle after having a reliable pathway in the Downtown Seattle Transit Tunnel for years. Additionally, the Montlake Freeway Station closed in June 2019, removing an important transfer hub for SR-520 routes. The year ahead will be relatively quiet for ST Express as Sound Transit continues to prepare for major expansions of the regional rail network.

2020 SERVICE STRATEGY

The 2020 service plan for ST Express aims to improve the efficiency and utility of services for the regional network. Below are three key themes that guided this year's adopted service changes.

Transit Service Integration

Our partner agencies complement our service by offering connections to many other regional and local routes. By integrating our service, we can maximize the efficiency and effectiveness of regional transit investments.

We will continue to work with our partners to reduce duplicative routes and provide regional connections to local services. Changes this year related to service integration will focus on King County Metro's implementation of the North Eastside Mobility Plan, scheduled to take place in March 2020.

Improve Speed and Reliability

Service changes address as many reliability concerns as possible, sometimes shifting resources from lower-performing to higher-performing service. Even with limited resources, ST Express will make runtime adjustments to best reflect existing and future conditions. Additionally, Sound Transit will continue to work with partner jurisdictions to mitigate existing issues and improve regional mobility.

Reduce Overcrowding

Several changes adopted in this document identify resources from underperforming services to be reallocated throughout the system to address outstanding issues, including overcrowding on certain peak trips. These small tweaks to select routes increase the flexibility to respond to ongoing ridership pattern shifts from construction impacts and congestion.

Increase Productivity

In certain corridors with either underperforming services or excessive running time, Service Planning will evaluate to see whether performance can meet our minimum target standards, and if not, reallocate underperforming service to improve reliability on key routes.

DEVELOPMENT OF SERVICE CHANGES

Sound Transit manages the transit network through service changes, which occur in March and September of every year. Service changes are classified as either minor or major changes. All major service changes include public participation and require approval by the Sound Transit Board of Directors. Any change classified as minor may be made without Board approval, allowing staff to be responsive in addressing minor service quality issues.

Major Service Changes

Major service changes meet one or more of the following criteria and require public outreach and Board approval:

- Changes a route's weekly platform hours by more than 25 percent
- Moves the location of a stop by more than ½ mile
- Closes a stop without an alternative stop within ½ mile

Minor Service Changes

Minor service changes meet one or more of the following criteria and are implemented administratively:

- Changes a route's weekly platform hours by less than 25 percent
- Makes minor adjustments to a schedule
- Temporarily closes a stop or adjusts route alignment due to construction

When a service change saves resources, those resources will be reinvested into the same subarea in order to maintain equitable resource distribution.

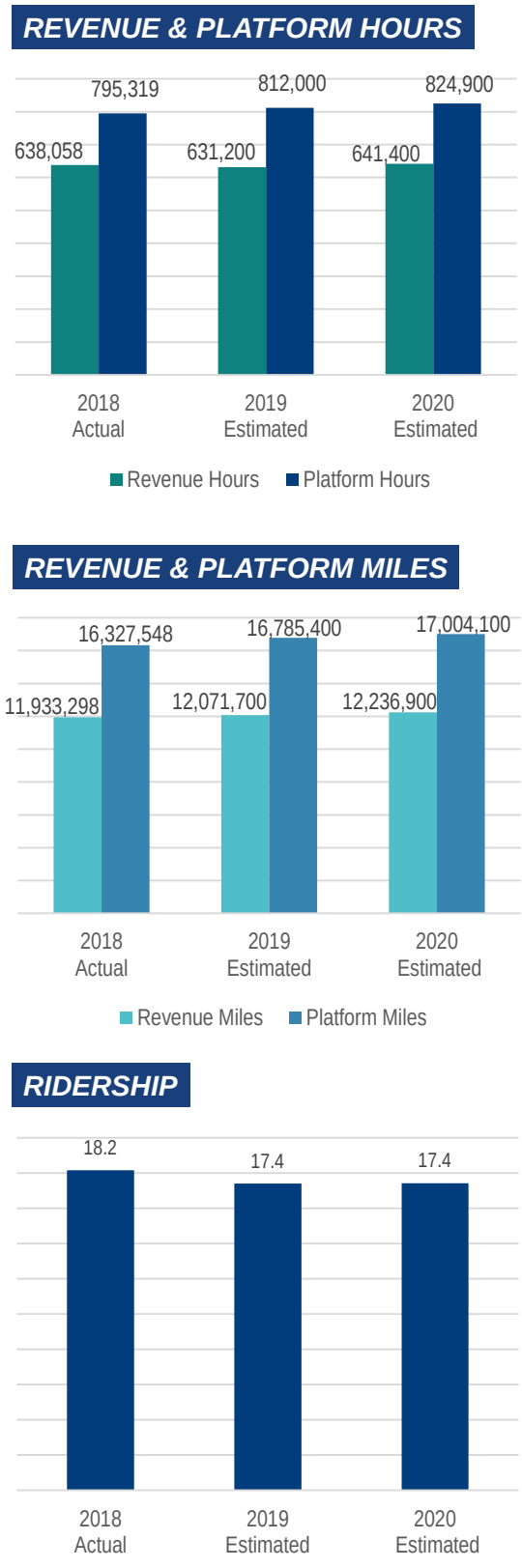


Figure 3: ST Express 2018-2020 Service Statistics

Link *Service Plan*

SERVICE CONTEXT

Since the opening of the extensions to University of Washington and Angle Lake in 2016, ridership has grown significantly. Sound Transit has responded by allocating as many three-car trains as possible during peak and off-peak periods. Analysis conducted after the Downtown Seattle Transit Tunnel became rail-only has resulted in improved running times and a reallocation of vehicles to provide additional three-car trains during peak periods.

2020 SERVICE STRATEGY

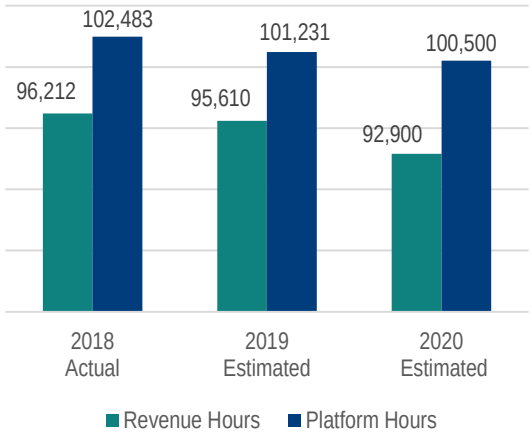
While there is limited ability to respond due to all available resources are being utilized during weekday peak periods, Sound Transit will continue to monitor ridership and respond where possible, especially during special events.

Revenue and platform hour projections are lower compared to prior years due to the Connect 2020 project. More information is available on the next page related to the Connect 2020 project occurring in January through March 2020.

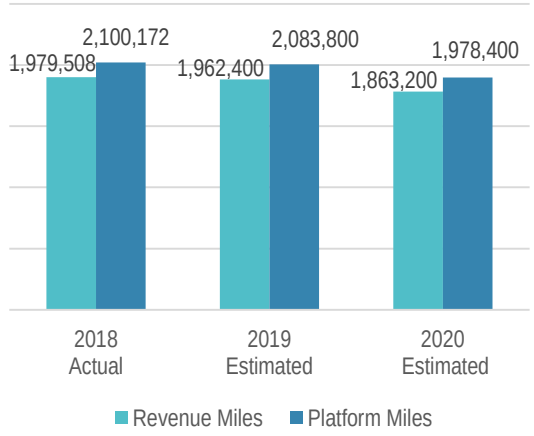
Why are there two-car trains during the peak? Can't you add more?

Currently, Link operates three-car trains all day with additional two-car trains during peak periods. With our fleet of 62 vehicles, we cannot make all trains have three cars without a reduction in frequency or other significant schedule changes. The vehicles not in service may be in for longer term repairs and maintenance, or set aside in case a train in service has a mechanical problem.

REVENUE & PLATFORM HOURS



REVENUE & PLATFORM MILES



RIDERSHIP

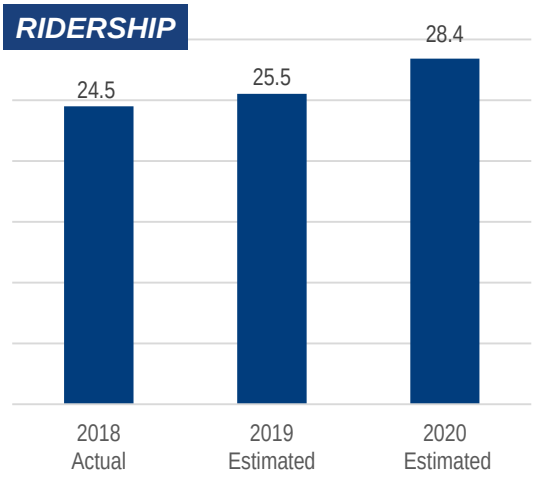


Figure 4: Link 2018-2020 Service Statistics

CONNECT 2020

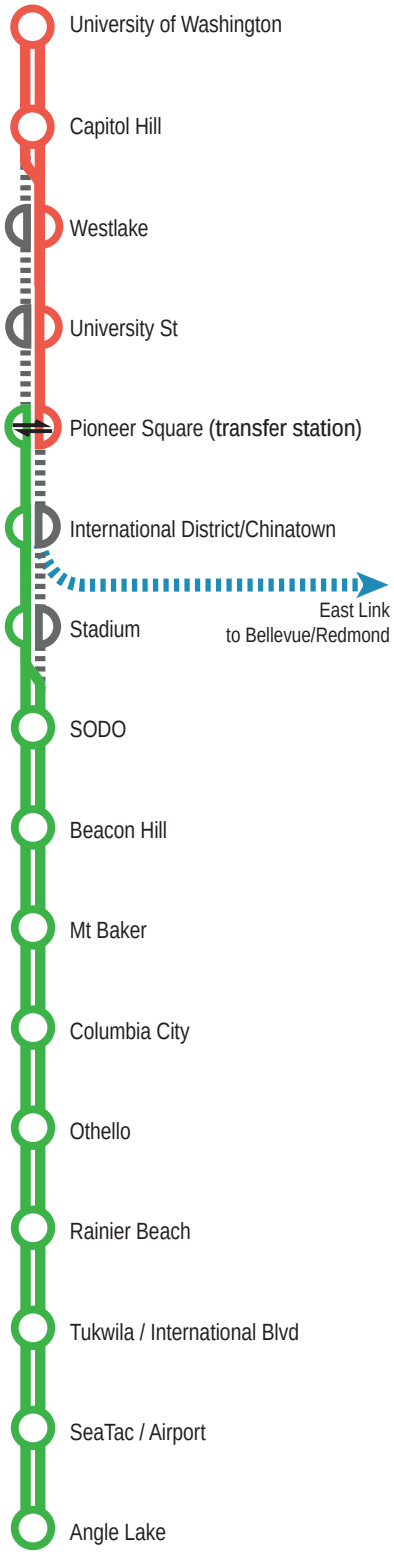
Link light rail is coming to the Eastside in 2023, with 10 new stations serving Judkins Park, Mercer Island, Bellevue and Overlake. As part of East Link construction, in early 2020 Sound Transit will begin connecting the new line to the current tracks at International District/Chinatown Station.

For 10 weeks between January and March, parts of International District/Chinatown Station will close so crews can build the rail connections that will allow East Link to serve downtown Seattle and beyond.

During the 10-week construction period, Link will operate as two lines. One line will run from the University of Washington to Pioneer Square, and the other will run from Angle Lake to Pioneer Square. Note that trains will only serve one side of the station at University Street and Westlake Stations. Both north- and southbound riders will board from the same platform. Riders traveling through Pioneer Square Station will transfer between trains on a new, temporary center platform.Trains coming from the north and south will be timed to meet at Pioneer Square Station to facilitate transfers.

Because both north- and southbound trains will be sharing tracks, trains will run less often. Normally, trains run every 6 minutes during weekday peak hours and every 10-15 minutes at other times. During Connect 2020, trains will run every 12 minutes at all times of day, 7 days per week. Though riders will have a longer wait for trains, we will provide as much capacity as possible by operating all trains as longer, four-car trains.

There will also be three weekend closures of International District/Chinatown Station, and on these weekends shuttle buses will connect riders between SODO and Westlake, serving all intermediate stations on surface streets.



Tacoma Link *Service Plan*

SERVICE CONTEXT

Tacoma Link has not changed its service model since the opening of the Commerce Street station in 2011. Service operates every 12 minutes during weekdays and Saturdays, while operating every 24 minutes on weeknights and Sundays.

Ridership is primarily driven by special events at the Tacoma Dome as well as connections between Tacoma Dome Station and UW Tacoma or the Theater District.

2020 SERVICE STRATEGY

Ongoing construction of the Hilltop Tacoma Link Extension may disrupt service over 2020 as we build a new Theater District Station and connect the extension to the existing tracks. Temporary shutdowns of about a week are scheduled as construction progresses, but are not expected to significantly impact the budgeting or ridership estimation of the Tacoma Link.

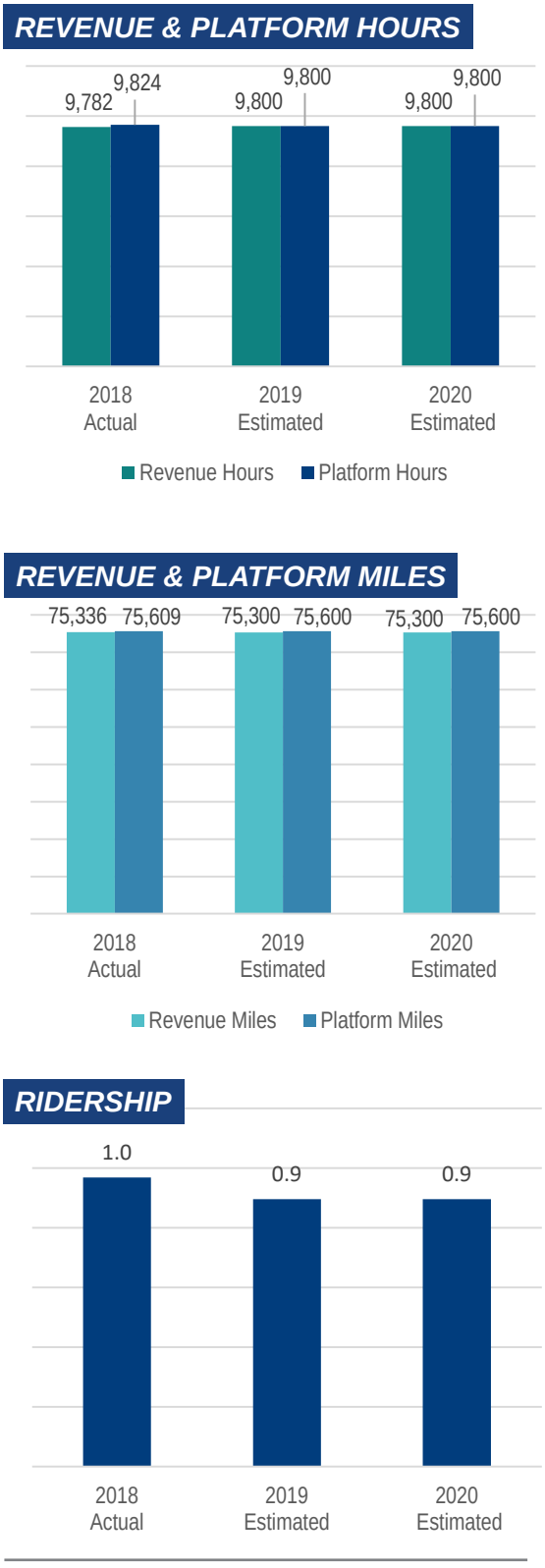


Figure 5: Tacoma Link 2018-2020 Service Statistics

Sounder *Service Plan*

SERVICE CONTEXT

Sounder service has added three round trips in the past three years, with the addition of a midday round trip in September 2016 and two peak round trips in September 2017. These trips have been well utilized, resulting in ridership increases of 15 percent from 2015 to 2017.

2020 SERVICE STRATEGY

Prior trip additions were part of the ST2 measure, and with them complete, there are no planned major changes in 2020 for Sounder. Minor changes to Sounder schedules may arise from the scheduling of Amtrak Cascades trains which share tracks with Sounder.

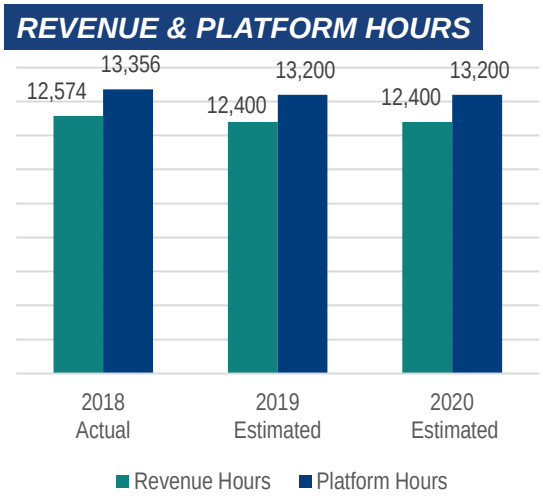
Two factors are likely to have the greatest influence on 2020 Sounder ridership: station construction and ST Express service changes. The Puyallup and Sumner Station Parking and Access Improvement projects may impact Sounder ridership due to the closure of parking facilities and capacity improvements. Increasing congestion on I-5 and overcrowding on ST Express may push people toward Sounder, which operates in its own dedicated right-of-way.

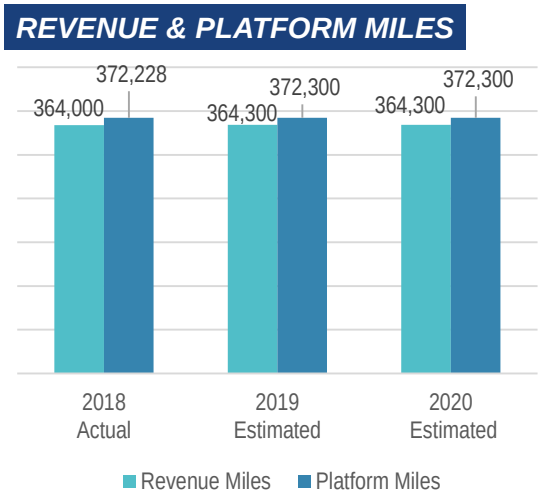
Sound Transit will continue to plan for serving select major events in the Puget Sound region, guided by criteria established in the Service Standards and Performance Measures document.

Why don't we run later weekday trains or more weekend service?

Sound Transit coordinates Sounder service with BNSF, which owns the majority of the track on which Sounder operates. These tracks are highly trafficked by freight, Amtrak and Sounder trains, and adding additional trips during peak commute hours would require renegotiation of schedules.

In addition, minimum rest periods and work schedules for train conductors dictate how late we can run service.





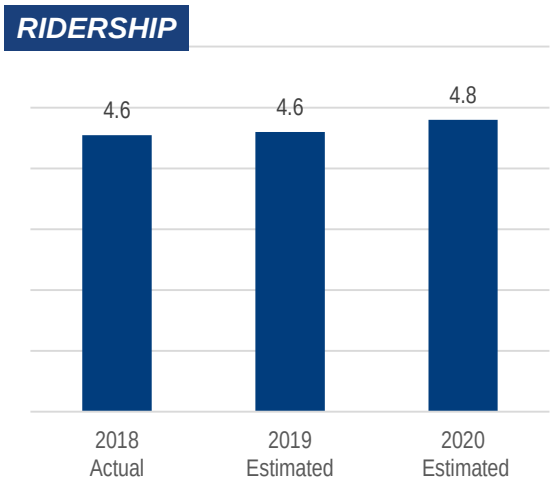


Figure 6: Sounder 2018-2020 Service Statistics

Adopted 2020 Service Changes

Below are a summary of the adopted changes for the 2020 Service Implementation Plan. These have been revised based on public feedback in September and October of 2019. More details can be found on subsequent pages.

MAJOR SERVICE CHANGES (REQUIRE BOARD APPROVAL)

Route	Description	Page
540	Discontinue route as part of North Eastside Mobility Plan	20-24
541	UPDATED: ~~Discontinue route as part of North Eastside Mobility Plan~~ Discontinue most Route 541 trips, temporarily retain 9 trips to accommodate growing ridership	20-24
544	Introduce new route operating between Overlake Village and South Lake Union via South Kirkland Park-and-Ride	20-24
566	Discontinue stops at Kennydale and Newport Hills in the off-peak direction	25
577	Reallocate weekend service to additional Route 578 service operating between Auburn and Downtown Seattle	25

Table 6: Potential Major Service Changes for Implementation in 2020

POTENTIAL MINOR SERVICE CHANGES (DO NOT REQUIRE BOARD APPROVAL)

Corridor	Description	Page
I-5 North I-5 South SR 520 I-90	Evaluate reliability and travel time assumptions for Downtown Seattle operations on 2nd, 4th, 5th Avenues and adjust runtimes to better reflect travel conditions with buses out of the Downtown Seattle Transit Tunnel	26
ALL	Evaluate travel times and speeds on regional highway corridors to determine where segments have congestion issues; mitigate and adjust service as needed to align with customer expectations.	26
I-5 North	Evaluate travel time competitiveness and reliability where Route 510 and 512 trips overlap; adjust service as needed	26
SR 522	Identify trips with reliability and crowding issues in conjunction with King County Metro Route 312	26
Route 550	Continue monitoring service on Route 550 with the implementation of the September 2019 service change	26

Table 7: Potential Minor Service Changes for Implementation in 2020

Public Engagement on 2020 Service Changes

Sound Transit conducted outreach for the 2020 SIP both in person and via online channels. Public Comment was available between September 7 and October 7, which allowed staff to summarize feedback and respond with revised proposals if necessary.

IN-PERSON OUTREACH

Sound Transit staff were out in the field discussing proposed changes at the following locations:

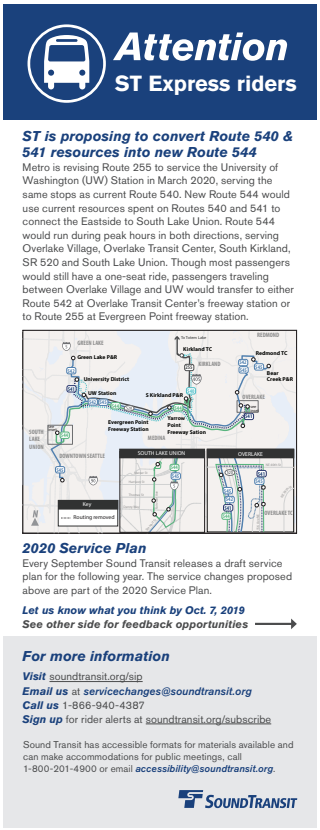
Drop-in Sessions	Street Teams at Bus Stops
■ S Kirkland Park-and-Ride Tue 9/24 6:30-9:30am	■ Overlake Village Park-and-Ride Tue 9/17 3:30-7:00pm
■ SR 520 / NE 40th St Freeway Stops Wed 10/2 3:30-7:00pm	■ Overlake Transit Center, Bay 8 Thu 9/19 6:30-9:30am
■ South Lake Union Farmers Market Thu 10/3 10:00am - 2:00pm	■ UW Station Bay 1 Mon 9/30 3:00-6:30pm

Table 8: Summary of Outreach Event locations

In addition to the public outreach events, Sound Transit spoke to Microsoft employees to discuss how these changes around Overlake would impact their commutes. Across all outreach events, staff engaged with more than 700 customers to solicit feedback on the proposals. A summary of the themes heard at these outreach events can be found in Appendix B.

ONLINE OUTREACH

Additionally, customers were invited to provide comments online through the survey form found at soundtransit.org/SIP or emails to servicechanges@soundtransit.org. Advertisements on Facebook and Twitter as well as emails from Sound Transit to people signed up to recieve planning updates also solicited feedback from customers by directing them either to an in-person event or to the online survey. Nearly 10,000 people received communications from Sound Transit regarding the proposals for this year's Service Plan. We also received 377 survey responses, which alongside the in-person outreach were used to help refine proposals along the SR-520 corridor. A summary of the themes heard in the surveys as well as selected comments can be found in Appendix B.



Attention
ST Express riders

ST is proposing to convert Route 540 & 541 resources into new Route 544

Metro is revising Route 255 to service the University of Washington (UW) Station in March 2020, serving the same stops as current Route 540. New Route 544 would use current resources spent on Routes 540 and 541 to connect the Eastside to South Lake Union. Route 544 would run during peak hours in both directions, serving Overlake Village, Overlake Transit Center, South Kirkland, SR 520 and South Lake Union. Though most passengers would still have a one-seat ride, passengers traveling between Overlake Village and UW would transfer to either Route 542 at Overlake Transit Center's freeway station or to Route 255 at Evergreen Point freeway station.

2020 Service Plan

Every September Sound Transit releases a draft service plan for the following year. The service changes proposed above are part of the 2020 Service Plan.

Let us know what you think by Oct. 7, 2019
See other side for feedback opportunities →

For more information

Visit soundtransit.org/sip
Email us at ***servicechanges@soundtransit.org***
Call us 1-866-940-4387
Sign up for rider alerts at soundtransit.org/subscribe

Sound Transit has accessible formats for materials available and can make accommodations for public meetings, call 1-800-201-4900 or email ***accessibility@soundtransit.org***.

SOUNDTRANSIT

North Eastside Mobility Plan - SR 520 Changes

In partnership with King County Metro, Sound Transit developed an integrated restructure of bus service on the SR 520 corridor. The process included extensive public outreach and engagement with the cities of Redmond and Kirkland. Leveraging changes to KCM service approved by the King County Council in July 2019, a new budget-neutral ST Express service between Redmond, Kirkland and South Lake Union could be implemented by repurposing existing resources.

The concept of restructuring ST Express to better serve South Lake Union has been part of briefings with senior leadership and Board members since 2017. Media coverage and presentations to Eastside elected officials have consistently confirmed Sound Transit's commitment to participating in the restructure. This proposal is being included in the 2020 Service Implementation Plan to be adopted in time for a March 2020 implementation in conjunction with Metro.

SUMMARY OF ADOPTED CHANGES

To develop a more integrated transit network in the SR-520 corridor, alongside the Metro Route 255 restructure, Sound Transit is proposing the following changes in the corridor as shown in Figure 7:

- Discontinue Route 540 (Kirkland – U. District). Customers would shift to restructured Metro Route 255 (Totem Lake – Kirkland – UW).
- Reduce the service span of Route 541, preserving service where ridership demand is greatest, partially in response to customer feedback as well as the shift in ridership from the Montlake Freeway Station closure.
- Implement new Route 544 between Overlake P&R and SLU, via S. Kirkland P&R and SR-520, using saved resources from Routes 540 and 541.

HOW THIS PROPOSAL HAS EVOLVED

Based on feedback, the Route 544 proposal has been scaled back to operate every 15 minutes, with some Route 541 trips restored to alleviate capacity concerns between UW and East King County. Below are some themes heard during the outreach process and how Sound Transit has adjusted the proposal in response:

- **Add more 542, crowding and 40-foot buses are causing capacity issues:** Route 541 will continue to provide some capacity across SR-520 to address recent overcapacity concerns on Route 542. Much of the overloads have occurred between Overlake and UW.
- **Montlake Freeway Station closure has already made travel more difficult, now another change:** While we were unable to restore all Route 541 trips to UW, we monitored the ridership patterns and have restored some trips where ridership demand is greatest to address concerns about access.
- **Overlake P&R users would have an additional transfer with 544:** Limited Route 541 trips will remain in service, providing a one-seat ride from Overlake P&R and the University of Washington.
- **It will take longer and be a more difficult trip to UW:** Route 541 will remain on select trips, providing direct park-and-ride access from East King County to the UW Campus.
- **The original proposal reduces UW-Eastside service:** Most customers who provided this feedback were likely unaware of the Route 255 change that will occur simultaneously when these changes are implemented.
- **South Kirkland deviation adds delay for Overlake customers:** No changes were proposed as a result of this feedback.

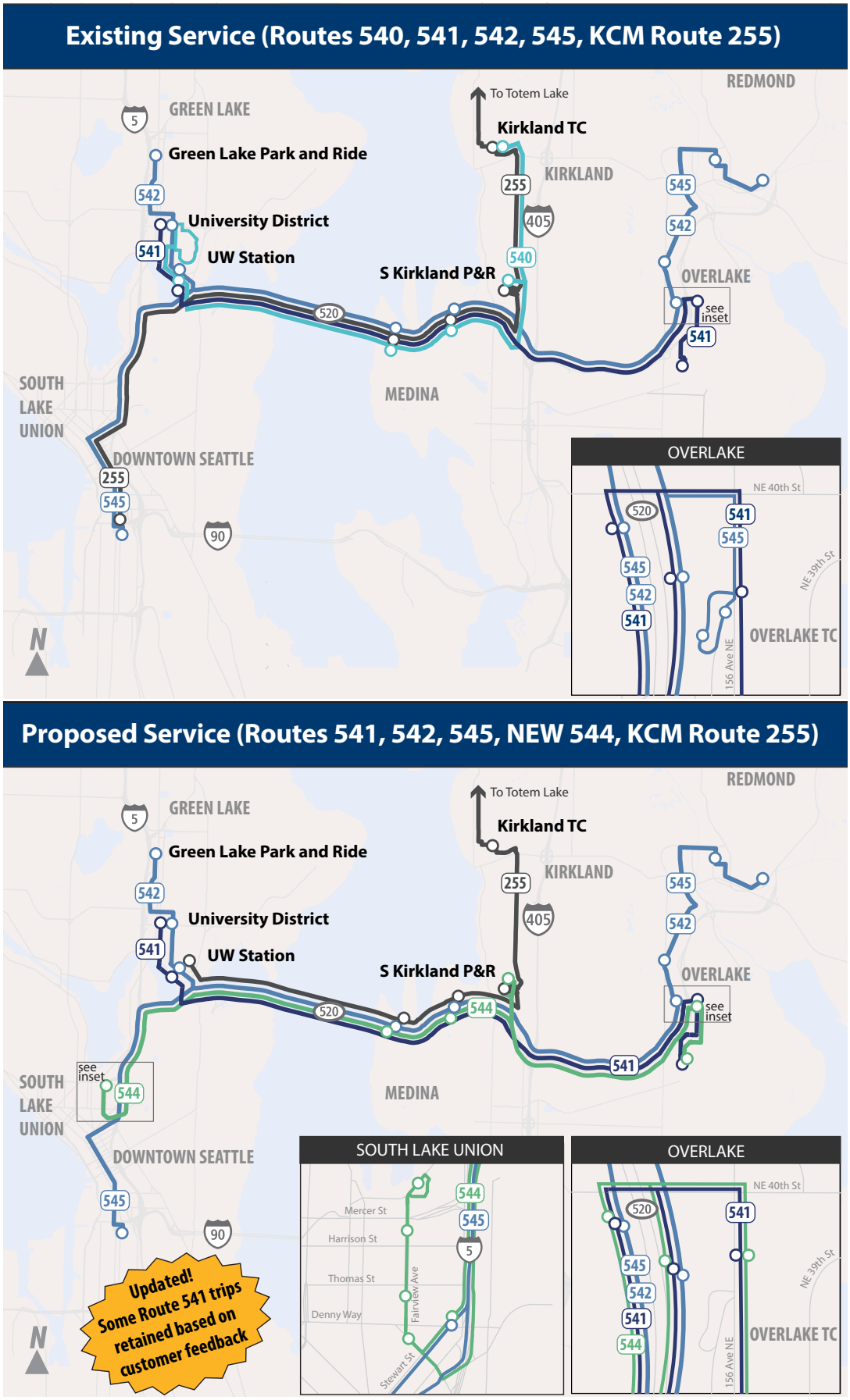


Figure 7: Summary of Sound Transit SR-520 adopted changes

DISCONTINUE ROUTE 540

Improve Corridor Integration

With the King County Metro implementation of the North Eastside Mobility Plan in March 2020, Route 255 will be restructured to serve UW Station, duplicating existing ST Express Route 540 (Kirkland-U. District) service. Sound Transit is proposing discontinuing Route 540, with resources shifted to fund the new Route 544.

Customer Impacts and Benefits

With a restructured Metro Route 255, customers would gain an all-day, all-week frequent service between Kirkland and the University of Washington, compared to infrequent peak-only service on Route 540 today.

However, an estimated 145 customers (or 15%) of current Route 540 customers along 15th Ave NE and Stevens Way, would have to walk up to 0.6 miles or transfer to local services to access Metro Route 255 along Pacific St or UW Station.

REDUCE ROUTE 541 SERVICE LEVELS

Reduce Low-Performing Route 541 Trips

Route 541 (Overlake P&R – U. District), a peak-only route, has ranked in the 4th quartile in terms of productivity metrics since it began operations in March 2016. Sound Transit's Service Standards and Performance Measure outline that two years after a route is implemented, it can be reevaluated for performance and changes can be recommended to improve productivity and efficiency.

However, with recent changes to the corridor resulting in shifting ridership patterns, we're proposing to maintain Route 541 ridership when it is strongest. Nine Route 541 trips will now remain, supplementing Route 542 and Metro Route 255 in providing capacity to East King County.

Customer Impacts and Benefits

The updated proposal greatly reduces impacts on Route 541 riders. The primary customer impact will be an up to 10-minute wait for Route 542 riders, as a result of reductions in Route 541 service during early or late portions of the peak hour.

Existing			March 2020 Service Change		
Route	Frequency	Span	Route	Frequency	Span
540	26 min peak	6:30 – 9:30 AM	Discontinued, Use KCM Route 255		
541	15 min peak	6:40 – 9:20 AM 3:00 – 7:00 PM	541	9 trips	7:30 – 8:30 AM (EB) 4:40 – 6:00 PM (WB)
542	15-20 min peak 30 min offpeak	5:30 AM – 10:00 PM	542	15-20 min peak 30 min offpeak	5:30 AM – 10:00 PM
544 New Route			544	15 min peak	6:10 – 9:10 AM 3:30 – 6:30 PM

Table 9: Existing and Future SR-520 corridor service levels

ROUTE 544 SERVICE PLAN

Implement New Route 544

Using resources saved from existing Routes 540 and 541, Sound Transit would reinvest those hours into the SR-520 corridor by creating new direct ST Express service between the Eastside and South Lake Union, Route 544. This route would operate every 15 minutes in both directions and operate during peak periods only. We expect to provide 52 trips total each weekday on this new route.

Route 544 would serve major park-and-ride facilities and transit centers on the Eastside. In Seattle, Route 544 would use Stewart St and Fairview Ave to provide access to South Lake Union.

Public consultation confirmed a renewed interest in a route serving South Lake Union. Based on feedback from this SIP and previous outreach efforts in the corridor, direct connections to the SLU market are a high priority for Eastside customers and stakeholders. However, with the recent ridership gains on Route 541 and 542 as a result of the closure of the Montlake Freeway Station, this proposal was scaled back in terms of frequency.

This route also provides additional capacity on the busiest part of the corridor between Overlake and north downtown Seattle and maintains connections between S. Kirkland and the Denny Triangle area in north downtown Seattle. With the truncation of Metro Route 255 at the University of Washington Station, there may otherwise have been additional demand on Route 545 which would continue to serve downtown. Maintaining a connection via Route 544 would benefit a significant number of riders. By adding this service and seating capacity in the busiest part of the corridor, Sound Transit will alleviate standing loads and overcrowding on Route 545 in the peak periods, benefiting approximately 5,000 riders.

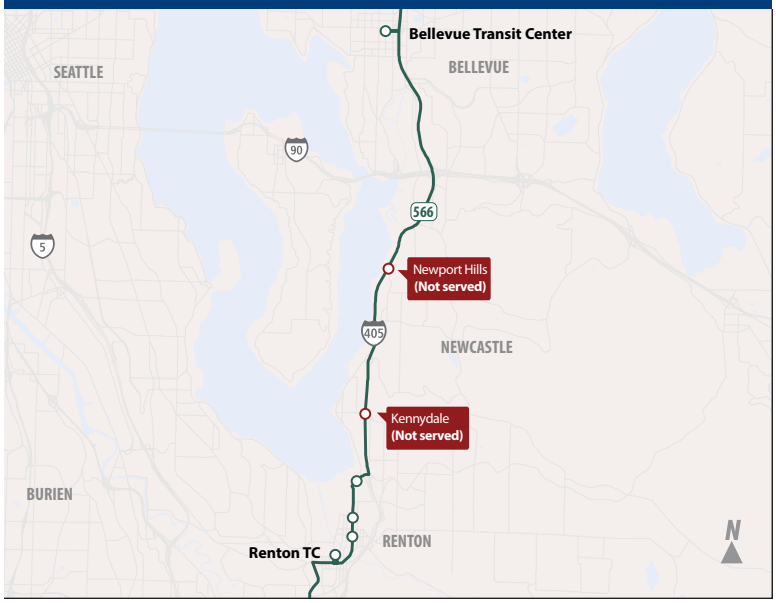
Direction	AM Peak Frequency	AM Peak Service Spans	PM Peak Frequency	PM Peak Service Span	Total Trips
To Eastside (EB)	15 min	6:10 – 9:10 AM	15 min	3:30 – 6:30 PM	26 trips
To SLU (WB)	15 min	6:10 – 9:10 AM	15 min	3:30 – 6:30 PM	26 trips

Table 10: Route 544 Service Plan in March 2020

Other Adopted 2020 Major Service Changes by route

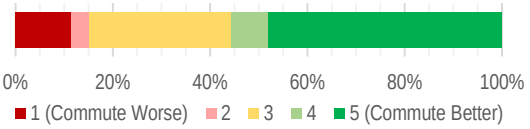
ROUTE 566 - DISCONTINUE KENNYDALE/NEWPORT HILLS STOPS

Strategy : Increase Productivity



Sound Transit added these stops during off-peak hours in the off-peak direction to mitigate the effects of East Link construction, but the service pattern has proven complex and confusing to customers. Total daily ridership for the two stops is just 16 boardings, and the stops delay trips as buses must leave HOV lanes to access right-side exits. Route 560 would continue to serve those stops during all service hours.

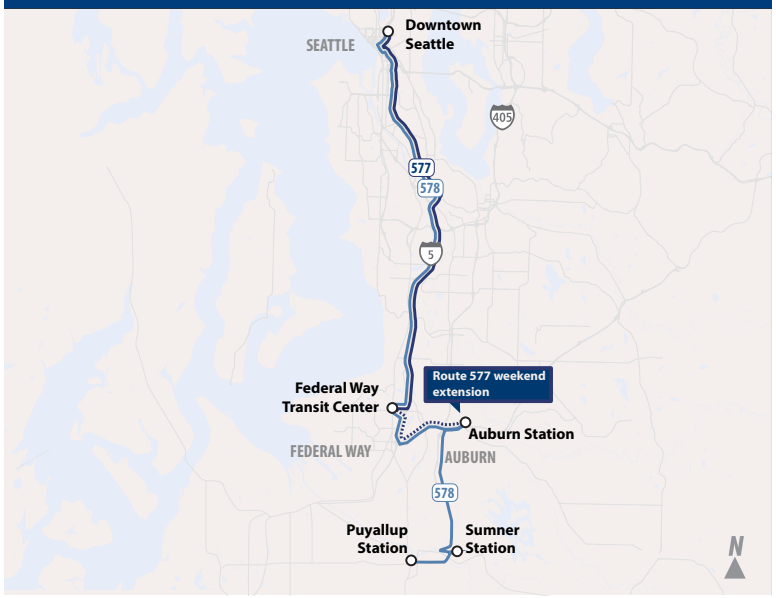
Feedback on this proposal was positive, with an average score of 3.8 out of 5.



Daily customer impact: 16 passengers

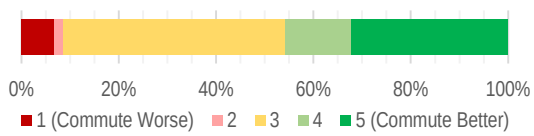
ROUTE 577/578 - IMPROVE AUBURN WEEKEND SERVICE

Strategy : Build Ridership



Sound Transit would convert Route 577 to operate as Route 578 trips on Saturdays and Sundays. Current Route 578 trips would continue to serve Sumner and Puyallup, but the new Route 578 trips would end in Auburn. The change effectively doubles weekend service between Federal Way and Auburn and makes more efficient use of operator layover time. In addition, all trips would use the current 578 routing in downtown Seattle, and Sound Transit would eliminate the current weekend 577 routing via Pine Street.

A plurality of customers did not have an opinion on this change, but people who had an opinion generally had positive feedback, with an average score of 3.6 out of 5.



Daily customer impact: None since existing service levels between Federal Way and Seattle remain intact.

Minor ST Express Service Changes Considered

Note: This is not an exhaustive list, and it represents an initial assessment of current and emerging conditions. Other issues may arise in the upcoming year that Service Planning will need to respond to. Changes presented here are not subject to Board approval.

IMPROVE RELIABILITY

Downtown Seattle: Evaluate travel times on 2nd, 4th, 5th Avenues, as well as Stewart St and Olive/Howell to identify where congestion is worsening through downtown Seattle.

- Adjust travel times through downtown as needed to ensure consistency between routes.
- Work with KCM and SDOT to evaluate pathways through Seattle for travel time improvements.

Regional Corridors: Evaluate travel times and speeds on regional highway corridors to determine where segments have congestion issues.

- Adjust running times to better reflect real conditions to ensure subsequent trips start on time.
- Reallocate underperforming service to improve reliability on key routes.

REDUCE CROWDING

SR-520: Evaluate ridership and travel time patterns to identify impacts of the Montlake Freeway Station closure and loss of Montlake Blvd off-ramp bus-only lane as well as the North Eastside Mobility Plan implementation.

I-5 North: Identify ridership trends between Seattle and Snohomish County after the addition of two new southbound trips in March 2019.

- Evaluate whether new service resulted in ridership shifts or new passengers.
- Refine service to best meet needs of customer markets.

Analyze Route 522 ridership patterns in conjunction with King County Metro Route 312 between Bothell and Seattle to identify points of overcrowding and shift times to reduce overcrowding issues.

INCREASE PRODUCTIVITY

Refine Run Times on Route 550. After the move to surface streets in March 2019, Sound Transit adjusted runtimes in September 2019 to better reflect actual conditions. Additional analysis post-September service change will identify whether runtimes or trip times need to be further refined. Any potential savings in platform hours may be reinvested into the system where possible.

Additional items for Service Planning to investigate in 2020 include:

- Addressing vehicle overcapacity at existing layover terminals.
- Ensuring sufficient capacity on each trip to meet service standards and maintain existing fleet requirements.

RIDERSHIP & PERFORMANCE

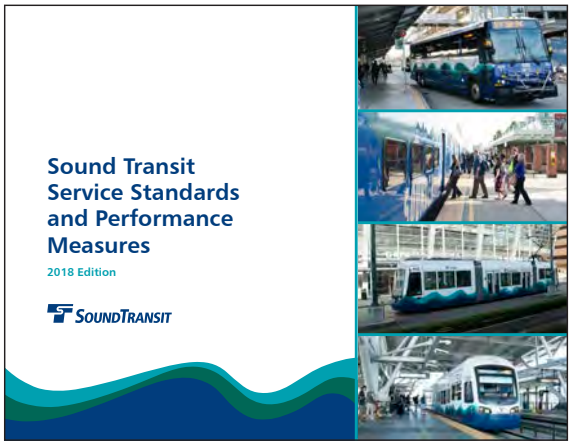
Benchmarking usage, productivity and customer experience

INTRODUCTION

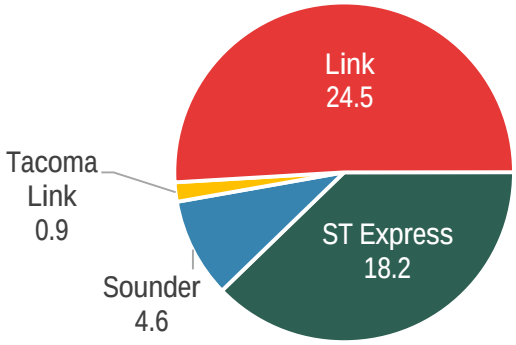
Sound Transit, with its two light rail lines, two commuter rail lines, and 28 express bus routes, serves as an integral part of the regional transit system in Central Puget Sound. This section begins to explain how we measure performance of our services, why we use these metrics in our assessment of performance and driving meaning from the results. Ridership, service effectiveness and service quality are evaluated both at the modal level and the route level.

PERFORMANCE MEASUREMENT

Service performance measures provide the framework for evaluating service. Sound Transit evaluates service based on three performance areas: ridership, productivity, and service quality. Each of these areas is analyzed on a system, corridor, and/or route level each year. Ridership analysis is presented annually in this document, with targets based on the annual budget process. Monthly ridership numbers are presented to the Board as part of regular reporting. This section details how productivity and service quality are measured each year. For some measures, there are associated service standards, or thresholds, a route must achieve to justify service. If the standards are not met, service delivery on that route will be re-evaluated. A summary of the metrics for productivity and service quality are shown on the next page.



2018 RIDERSHIP



The year 2018 set a new record for ridership on Sound Transit services, building on Link route extensions in 2016 as well as additional service on Sounder. Since service began on ST Express in 1999 through the end of 2018, Sound Transit has carried over 420 million passengers throughout the Puget Sound region, carrying nearly 48.2 million passengers in 2018 on its buses and trains. In 2018 system-wide, Sound Transit averaged almost 160,500 boardings each weekday.

Link and Sounder experienced gains in ridership in 2018, both fueled by service expansions in 2016 and 2017. Link ridership set a new record of 24.5 million boardings in 2018, while Sounder with the two new roundtrips in September 2017 set a new annual ridership record in 2018 of over 4.5 million trips.

Tacoma Link experienced ridership declines in 2018 due to a 6-month renovation at the Tacoma Dome during which no events occurred. Meanwhile the Tacoma Dome Station Parking garage saw the temporary closure of 200 parking stalls and extensive construction activities as part of a mid-life rehabilitation project.

ST Express ridership was down in 2018 as the Rainier Freeway Station closed in September 2018, resulting in longer travel times for East King County riders. Additionally, Park-and-Ride closures in 2017 as well as regional congestion continued downward pressure on ST Express ridership.

PRODUCTIVITY

Productivity is determined by four key performance indicators:

MEASUREMENT		HOW	WHY
	Boardings per Trip	Number of passenger boardings for each scheduled one-way trip	Allows us to identify whether buses are being effectively utilized throughout the system or whether we can shift resources around
	Boardings per Revenue Hour	Number of passenger boardings during one hour of scheduled revenue service, including layover time	Combined with Boardings per Trip, helps us identify whether we are efficient in our service delivery
	Subsidy per Boarding	Net cost of service (operating cost minus fare revenue) divided by the number of passenger boardings, with numbers based on a full fiscal year	Identifies how we are stewards of public funds and how expensive per passenger our service is to operate
	Passenger Miles per Platform Mile	Passenger miles by the number of vehicle platform miles traveled in a full year	One way to identify the utilization of our service - through a combination of service operated and the distance people travel to see whether buses are full for long segments

SERVICE QUALITY

Sound Transit evaluates service quality based on passenger load, on-time performance, customer complaints, and trips operated as scheduled.

MEASUREMENT		HOW	WHY
	Passenger Load	The percent of trips that have passengers on the vehicle exceeding the vehicle's capacity or the amount of standing time on each vehicle	The passenger load standard must balance the efficient allocation of vehicles (seat utilization) with a comfortable rider experience (access to seating for most of the trip)
	On-Time Performance	The percentage of trips are arriving at time points early, late, or on time	Service reliability is important for customers who utilize our service. Unreliability means overcrowded vehicles, missing trips or late appointments
	Customer Complaints	The number of complaints received by Sound Transit for each route/mode, normalized by the number of boardings	Customer satisfaction helps identify service strengths or weaknesses. A high volume of complaints related to a specific service attribute can inform service change decisions
	Operated as Scheduled	The percentage of scheduled trips that were operated in service	One measurement of service delivery - missed trips significantly impact subsequent trips as well as passenger sentiment

ST Express Ridership & Performance

ST Express recently has seen declining ridership growth, even with additional hour investments over the past several years. In the past year, ridership has begun to slowly decline rather than grow, which is a result of several factors that will be discussed further in this section. In general, ridership on ST Express buses is lower in the December holiday season and highest during the summer months. This section's analysis will look at ridership by time of day, corridor and route level. Stop-level ridership can be found in the facility maps later in this section as well as in the Appendix.

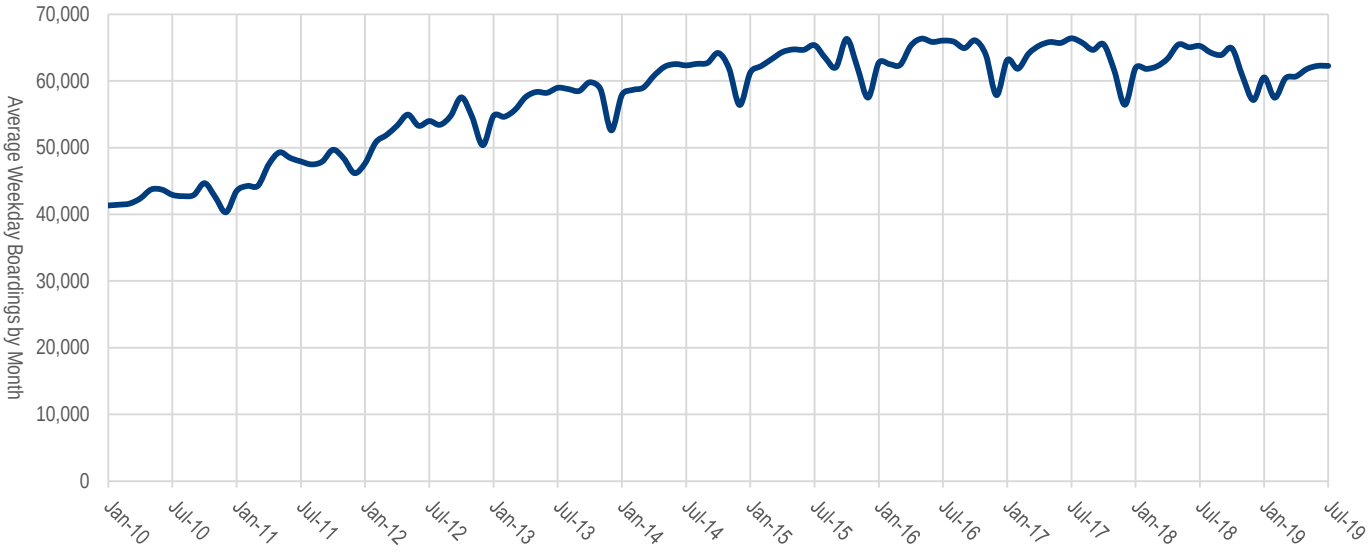


Figure 8: Average Weekday ST Express Ridership, 2010 - 2019

Ridership by Corridor

The highest ridership corridors in the Sound Transit District connect Seattle to East King County. The SR 520 corridor carries over 14,000 passengers a day, while the I-90 corridor has lost ridership over the past year, carrying only 11,000 daily passengers. These buses have service during peak periods of every 5 to 7 minutes and provide a fast connection across Lake Washington. I-5 North and I-5 South (Pierce and King) together form the next strongest corridors in the Sound Transit system. I-405 corridors from Bellevue to Snohomish and South King County are commute oriented, with peak service having higher ridership compared to the all-day, all week service.

Sounder connectors provide connections between park-and-rides in Pierce County to Sumner and Puyallup stations. The park-and-rides are approaching capacity, resulting in limited ridership growth once those spots are filled.

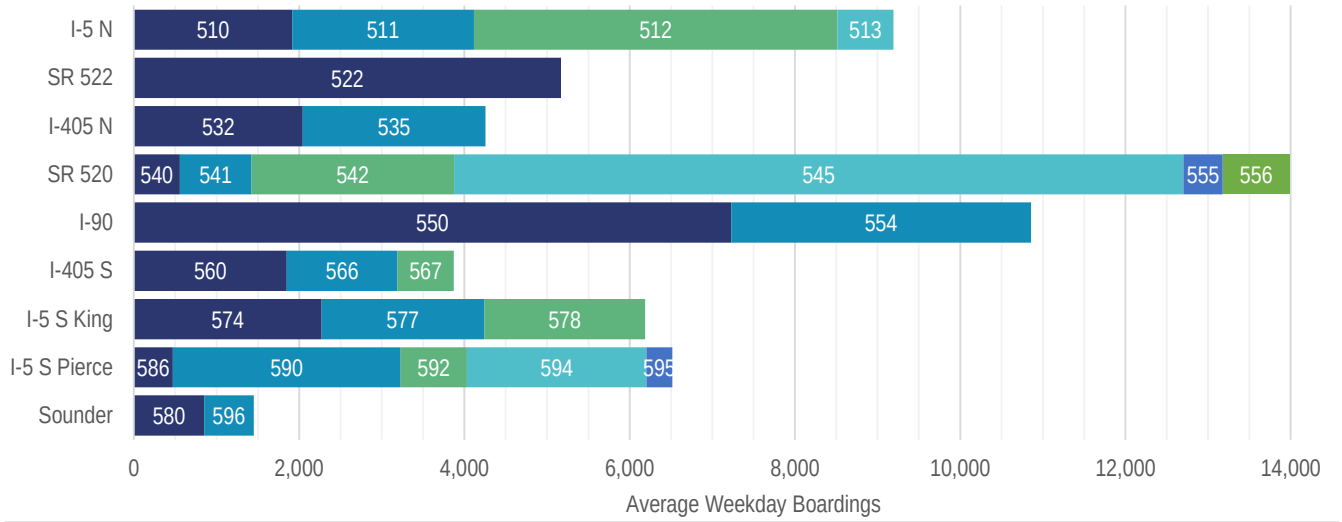
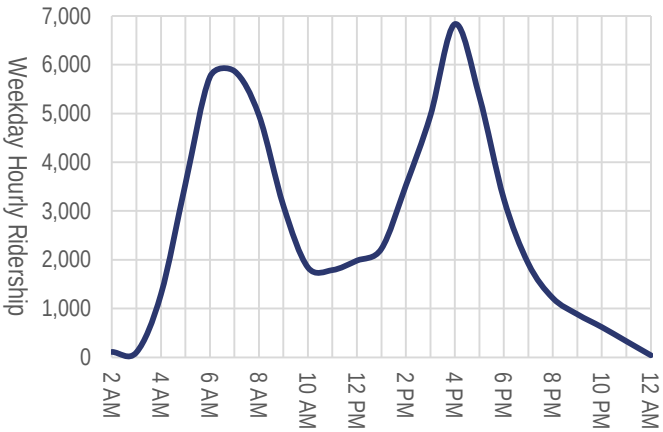


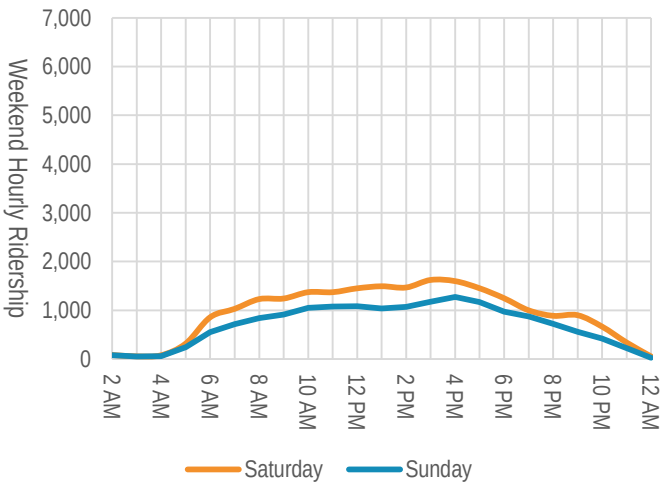
Figure 9: ST Express Ridership by Corridor, Spring 2019

Ridership by time of day

Weekday ridership has two distinct peaks corresponding with commute periods. PM peak ridership is higher and less spread out compared to the morning peak, a reflection of different morning departure times based on distance traveled but consistent departure times from job centers.

Weekend ridership is steady during the day, with Saturday ridership higher than Sunday ridership. On both weekdays and weekends, ridership has a slight peak at 4pm, which is likely the result of events ending around that time.





RECENT RIDERSHIP CHANGES

With the exception of two corridors, ridership at the route level had very small changes from year to year.

The biggest change for any individual route was the result of construction impacts that resulted in significant changes. Route 550 experienced the largest change at a decrease of about 2,900 boardings. Several reasons can be attributed to this ridership decline, which can be found on the opposite page. Additionally, Route 554 has also seen a drop in ridership for similar reasons due to stop changes in Downtown Seattle and on I-90.

Ridership on SR 520 has stabilized after major park-and-ride closures on Route 545 resulted in ridership shifts. However, spring 2019 service changes including Route 555 and the Montlake Freeway Station will result in more ridership shifting..

Ridership declines continue on Routes 592 and 594 due to congestion at the Pierce-King county boundary, resulting in lower on-time performance and less reliable service. Sounder connectors continue to grow as a result of the new Sounder South round trips.

I-90 RIDERSHIP CHANGES

Route 550

There have been significant changes to the travel patterns on Sound Transit Routes 550 and 554 which link Downtown Seattle to communities in East King County.

Ridership began a steady decline in June 2017 when the South Bellevue park and ride closed. In 2019 of this year, the rate of decline accelerated with the relocation of Route 550 from the DSTT to surface streets.

Stop level ridership data from spring 2019 indicates that approximately 1,100 riders were using the 550 just in the DSTT. Those riders have most likely shifted to Link or other bus routes in the downtown Seattle core. This is an unsurprising change in ridership as our customers settle in to the new way our system is designed to operate in Downtown. While not surprising, we were uncertain of the magnitude of shifts in ridership.

ORCA data indicates that 160 riders have moved to King County Metro route 271, which connects Bellevue and the UW Link station via highway 520.

About 300 riders stopped using the Route 550 due to

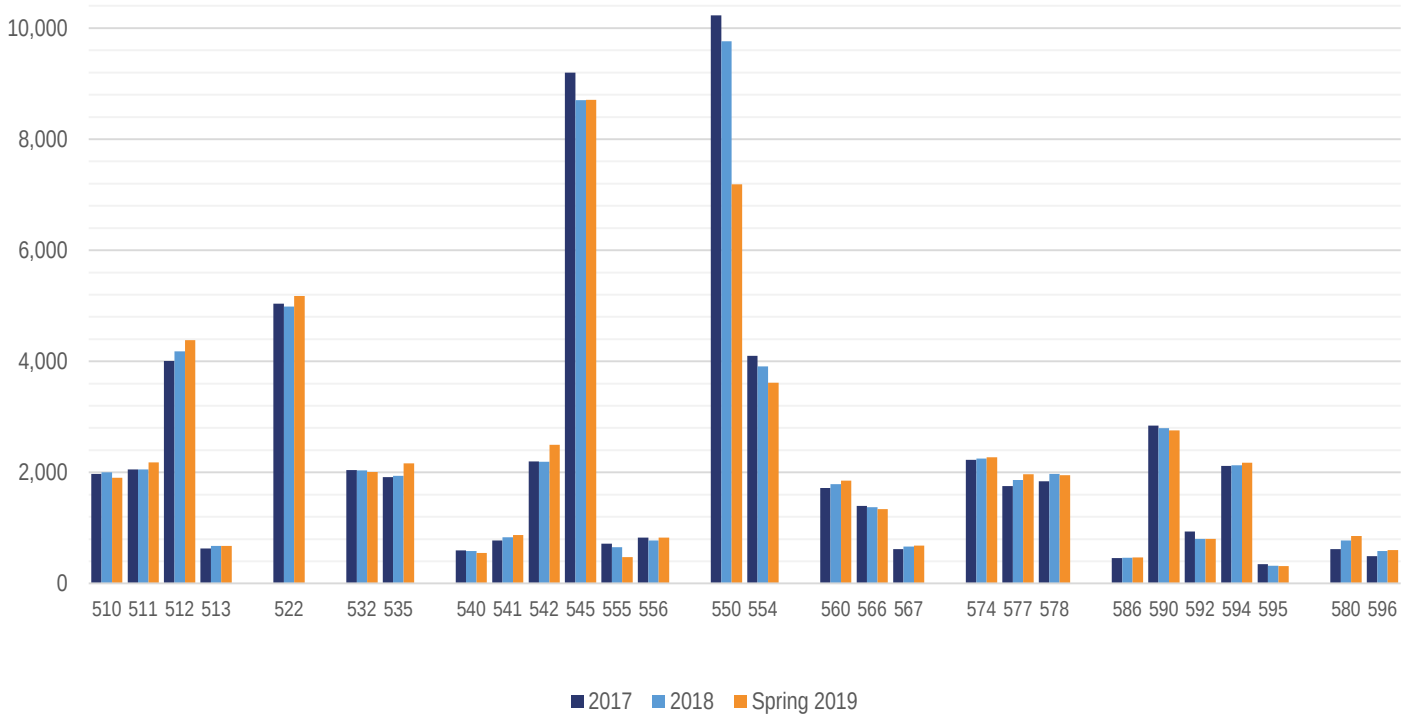


Figure 10: ST Express Ridership by Route, 2017 - 2019

1. June 2017: South Bellevue P&R Closes
   ▼ **900** boardings
2. June 2018: Convention Place Closes
   ▼ **300** boardings
3. Sept 2018: Rainier Freeway Station Closes
   ▼ **300** boardings
4. March 2019: Buses Move to Surface Streets
   ▼**2,300** boardings

Figure 11: Route 550 Historical Ridership and Milestones

another 1,330 have stopped using the service because of changes in bus stop locations (per stop level ridership data before/after Rainier Freeway Station and DSTT closure). About 750 riders changed travel patterns who in the past boarded at Convention Place and Westlake Stations. Another 280 passengers used to board at the other three DSTT stations, and 300 boardings were lost at the Rainier Freeway Station.

Route 554

Most of the ridership decline on Route 554 has been in the Pioneer Square and Rainier Freeway Station vicinity. Since the change in pathways, the stops close to Pioneer Square and International District have collectively lost 220 daily boardings, or 26 percent of the ridership. Another 140 boardings were lost at Rainier Freeway Station. The September 2019 service change restored a stop for passengers headed toward Issaquah in the International District at S Jackson St and Maynard Ave. which may restore some ridership to this route.

Where did Route 550 riders go?

▼ 1,120	▼ 160	▼ 310	▼ 1,330
Trips within Downtown Seattle Shifted to Link or other bus routes	Link Connection Shifted to KCM Route 271 + Link transfer at UW	Longer Travel Time Additional travel time due to new routing	Rider Access Changed stop locations, different walk to stop, waiting environment

Where did Route 554 riders go?

▼ 150	▼ 100	▼ 360
Longer Travel Time Additional travel time due to new routing	Shift to Other Routes Riders may have shifted to faster routes to common destinations	Rider Access Changed stop locations, different walk to stop, waiting environment

ST Express *Performance Monitoring: Productivity*

Productivity metrics help to identify inefficient segments that will be prioritized for restructures or routes that carry significant budget impacts.

WHAT CHANGED IN 2018/19?

Boardings

The past 18 months presented additional challenges to accessing Sound Transit services which ultimately had an impact on ridership and performance metrics. Closures of two freeway stations at Rainier Ave S and Montlake Blvd impacted ridership on both Routes 550/554 and 545. A lack of travel time competitiveness, especially during the PM peak period, has resulted in continued degradation of the services operating to Pierce County on Routes 590 and 592.

Lastly, Sounder connectors are continuing their trend of productivity, as passengers utilize park-and-ride availability at remote lots to fill more reliable Sounder South trains.

Revenue Hours and Subsidies

Revenue hours were allocated to respond to increased congestion and longer travel times with Route 550 coming out of the Downtown Seattle Transit Tunnel. Note that subsidies for Route 550 reflect cost sharing between Sound Transit and King County Metro for use of the tunnel.

Increased costs at from all partner agencies resulted in increased subsidies per boarding in most cases. This is most prevalent in routes operated by Pierce Transit, which combined with longer time spent operating between the route and their base in Lakewood,

RESPONDING TO PRODUCTIVITY ISSUES WITH 2020 CHANGES

Ridership changes on both the I-90 corridor as well as the SR-520 corridor are being actively monitored as ridership patterns change from impacts to the Rainier and Montlake Freeway Station closures. While full impacts to the Montlake Freeway Station closure are not observed in this document, Service Planning is actively monitoring ridership trends and will adjust service in 2020 to best respond to overcrowding and congestion in that corridor.

Additionally, several changes are aimed to improve performance of South King routes. Route 566 is streamlining reverse peak service to improve peak-direction reliability to alleviate overcrowding on select trips. Additionally, runtimes on Route 550 are being actively updated to reverse some of the ridership losses experienced when buses came out of the Downtown Seattle Transit Tunnel.

			Boardings per Revenue Hour		Boardings per Passenger Trip		Subsidy per Boarding		Passenger Miles per Platform Mile	
			2017	2018	2017	2018	2017	2018	2017	2018
1st Quartile	511	Lynnwood-Seattle	52.8	51.6	56.0	55.6	$1.77	$1.48	18.6	21.7
	550	Bellevue-Seattle	58.8	52.8	53.5	50.9	$3.23	$3.83	29.5	27.3
	510	Everett-Seattle	37.6	37.5	47.4	48.5	$2.10	$2.01	25.2	27.2
	545	Redmond-Seattle	36.5	33.5	47.4	44.7	$3.27	$4.20	23.7	22.4
	532	Everett-Bellevue	37.4	35.2	50.1	49.8	$1.75	$2.55	19.2	17.5
	596	Bonney Lake-Sumner	60.2	69.1	26.6	29.3	$2.80	$2.95	6.1	7.1
	522	Woodinville-Seattle	32.2	30.4	46.1	45.4	$4.20	$5.27	16.4	15.7
2nd Quartile	577	Federal Way-Seattle	37.5	39.9	36.4	38.6	$4.07	$4.87	13.6	14.4
	554	Issaquah-Seattle	33.7	32.2	39.8	38.6	$3.82	$4.74	18.2	17.9
	512	Everett-Seattle	28.1	29.1	38.2	39.8	$3.28	$3.68	17.0	16.5
	555	Northgate-Issaquah	30.3	27.2	42.4	38.4	$4.45	$6.12	14.8	13.2
	556	Issaquah-Northgate	28.7	26.7	43.7	40.9	$5.19	$6.54	13.7	12.1
	542	Redmond-U. District	30.1	30.1	29.9	29.7	$4.76	$5.41	14.6	14.7
	513	Evergreen/79th-Seattle	25.6	26.3	30.3	32.9	$5.70	$5.69	11.5	12.3
3rd Quartile	578	Puyallup-Seattle	19.0	20.2	33.7	35.9	$5.66	$6.85	14.5	14.6
	594	Lakewood-Seattle	16.8	16.8	31.9	32.2	$5.63	$7.48	19.1	18.6
	535	Lynnwood-Bellevue	24.3	24.1	28.6	29.0	$4.13	$4.58	10.4	10.8
	590	Tacoma-Seattle	21.6	19.7	34.1	33.4	$5.99	$8.55	15.2	14.8
	580	Lakewood-Puyallup	31.9	36.6	26.9	27.5	$4.15	$4.63	2.5	2.3
	574	Lakewood-SeaTac	18.9	18.9	28.3	28.3	$5.40	$7.13	12.9	12.6
	567	Kent-Overlake	27.1	28.0	33.7	33.2	$8.41	$10.75	7.2	6.7
4th Quartile	541	Overlake-U. District	22.5	24.1	17.7	19.2	$7.41	$7.77	9.5	10.3
	595	Gig Harbor-Seattle	17.1	14.8	35.3	32.2	$7.95	$12.96	15.3	12.5
	586	Tacoma-U. District	18.7	19.1	28.6	28.8	$9.73	$12.26	9.4	9.4
	560	Westwood Village - Bellevue	15.8	16.6	24.9	26.2	$7.85	$9.38	6.5	6.7
	540	Kirkland-U. District	21.9	22.0	16.6	16.2	$7.36	$8.62	7.7	7.6
	592	DuPont-Seattle	14.9	13.5	33.3	26.2	$10.07	$14.28	12.9	11.5
	566	Auburn-Overlake	16.4	16.2	26.0	25.5	$9.83	$12.53	5.4	5.1
Average			28.7	28.4	37.7	37.7	$4.45	$5.34	15.4	15.3

Table 11: ST Express Productivity Metrics by Route

ST Express Performance Monitoring: Service Quality

Table 12 lists key productivity metrics for each ST Express route. Service Planning uses these four metrics to evaluate where to make investments in service to address service quality issues.

SERVICE QUALITY SUMMARY

On-Time Performance

On-time performance (OTP) on ST Express measures the percentage of time when a bus leaves a fixed time point no more than 5 minutes late and not early. Fixed time points are generally those that occur before the bus enters the freeway and are where most boardings occur. Subsequent stops are generally considered estimated time points, where the bus may leave early, because people are more likely to alight there than board. **Please note that estimated time points are not counted towards on-time performance, and these numbers typically do not reflect highway traffic variability.** See the section on the next page for further discussion on on-time performance.

The I-405 North corridor had the best on-time performance, as it benefits from the High-Occupancy Toll lanes with reduced congestion. The I-5 South – King and Pierce corridors suffer from the worst on-time performance due to heavy congestion in both downtown Seattle and on I-5. While Sounder connectors often appear to leave late, this is sometimes because it waits for a late-arriving Sounder train to allow passengers to transfer.

Trips Operated as Scheduled

Community Transit operated routes fell below the standard for trips operated in early 2019. This is due to the February snowstorms, and Community Tranist met the targets when weather-related incidents were excluded.

All other routes had at least 99.6% of trips operated, meaning some were below the service standard of 99.8%. Some routes have decreased in this metric slightly over time, while others have increased, but no other significant patterns exist.

Customer Complaints

Customer complaints fell below target for three routes:

- Route 540 had elevated complaint rates due to the changeover from King County Metro to Community Transit and the subsequent temporary lack of real-time information for late arriving buses
- Route 555 continues to have complaints exceeding our standard due to the route truncation and on-time performance issues, but these are improving from prior years.
- Route 595 has high complaint rates due to low ridership skewing the comments about poor reliability.

Passenger Overcrowding

Overcrowded trips typically occur during peak periods between Seattle and East King (along SR 520) or Snohomish County (I-5 North). These routes have consistently high demand and overcrowding is exacerbated by reduced on-time performance. Route 550, which traditionally has experienced higher rates of overcrowding,

Sounder Connectors also have some reported overcrowding on their trips. These routes typically experience overcrowding when Sounder trips are significantly delayed for any reason and carry passengers from multiple trains.

Route		On Time Performance (OTP)			Trips Operated as Scheduled			Customer Complaints per 100,000 boardings			Passenger Overcrowding Rate		
		2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019
		85%	85%	85%	99.8%	99.8%	99.8%	15.0	15.0	15.0	0.0%	0.0%	0.0%
510	Everett-Seattle	87%	86%	88%	99.9%	99.8%	*96.1%*	11.3	13.9	6.5	0.5%	1.3%	0.1%
511	Lynnwood-Seattle	*84%*	86%	87%	99.9%	99.9%	*95.9%*	2.3	4.0	0.4	2.5%	1.7%	1.5%
512	Everett-Seattle	91%	91%	92%	99.9%	99.9%	100.0%	3.0	5.2	4.0	0.4%	1.4%	0.4%
513	Evergreen/79th-Seattle	*84%*	86%	89%	99.7%	99.8%	*95.9%*	6.8	9.3	7.2	0.2%	0.8%	0.0%
522	Woodinville-Seattle	85%	88%	87%	99.8%	99.8%	*99.7%*	6.4	6.5	4.7	3.8%	3.8%	0.3%
532	Everett-Bellevue	95%	94%	93%	99.9%	99.9%	*95.9%*	4.0	*17.2*	11.4	2.1%	2.8%	3.9%
535	Lynnwood-Bellevue	97%	98%	96%	100.0%	99.9%	*97.9%*	7.3	7.8	8.3	0.3%	1.1%	0.7%
540	Kirkland-U. District	*70%*	*74%*	*79%*	99.9%	99.8%	99.9%	10.5	11.4	*22.6*	0.1%	0.0%	0.0%
541	Overlake-U. District	*83%*	88%	86%	99.8%	99.9%	*99.7%*	8.6	6.1	7.7	0.2%	0.0%	0.0%
542	Redmond-U. District	86%	86%	85%	99.9%	99.8%	*99.7%*	5.2	6.4	6.3	0.2%	0.1%	0.0%
545	Redmond-Seattle	85%	89%	88%	*99.7%*	99.8%	*99.7%*	3.8	4.4	3.7	4.7%	3.0%	0.2%
550	Bellevue-Seattle	89%	89%	89%	*99.7%*	99.8%	99.8%	1.6	3.7	5.1	5.4%	4.2%	0.1%
554	Issaquah-Seattle	83%	89%	91%	*99.6%*	*99.7%*	*99.7%*	6.4	9.4	6.0	1.6%	1.1%	0.1%
555	Northgate-Issaquah	*75%*	*77%*	86%	100.0%	100.0%	100.0%	*23.5*	*60.7*	*28.3*	0.1%	0.0%	0.0%
556	Issaquah-Northgate	*74%*	*76%*	*75%*	99.9%	*99.6%*	*99.7%*	12.4	12.2	5.9	0.2%	0.0%	0.0%
560	Westwood Village-Bellevue	*81%*	*83%*	*83%*	99.9%	99.8%	*99.7%*	7.3	9.9	3.6	0.4%	0.5%	0.2%
566	Auburn-Overlake	*77%*	*77%*	*78%*	99.8%	*99.7%*	*99.6%*	8.7	8.6	3.6	0.1%	0.2%	0.1%
567	Kent-Overlake	87%	*84%*	85%	99.9%	*99.7%*	99.9%	12.6	*23.7*	10.1	0.5%	0.4%	0.0%
574	Lakewood-SeaTac	*70%*	*75%*	*78%*	99.8%	*99.7%*	99.8%	7.2	7.1	4.3	0.0%	0.0%	0.0%
577	Federal Way-Seattle	*74%*	*81%*	90%	99.9%	99.8%	99.9%	5.8	9.8	4.4	1.1%	0.7%	0.7%
578	Puyallup-Seattle	*73%*	*73%*	*69%*	99.7%	*99.6%*	*99.7%*	7.8	7.5	3.6	0.7%	1.2%	1.1%
580	Lakewood-Puyallup	*72%*	*79%*	85%	100.0%	99.9%	100.0%	7.0	2.5	1.1	6.0%	4.4%	1.9%
586	Tacoma-U. District	*79%*	*78%*	*77%*	100.0%	99.9%	99.9%	*18.9*	10.2	10.4	0.0%	0.0%	0.0%
590	Tacoma-Seattle	*73%*	*79%*	*80%*	*99.6%*	*99.7%*	*99.7%*	6.9	9.3	5.9	1.2%	0.1%	0.2%
592	DuPont-Seattle	*70%*	*74%*	*81%*	99.8%	99.8%	99.8%	14.7	*17.1*	6.0	0.0%	0.0%	0.0%
594	Lakewood-Seattle	*78%*	*78%*	*80%*	*99.7%*	*99.7%*	*99.7%*	10.2	10.5	7.1	0.4%	0.4%	0.4%
595	Gig Harbor-Seattle	*74%*	*80%*	87%	99.8%	99.8%	99.9%	*32.4*	*15.9*	*18.6*	0.0%	0.0%	0.3%
596	Bonney Lake-Sumner	*82%*	*84%*	88%	100.0%	99.9%	100.0%	*20.0*	*15.4*	3.2	0.1%	0.4%	0.1%
Average		81%	83%	85%	99.8%	99.8%	99.2%	9.7	11.6	7.0	1.2%	1.1%	0.4%

Table 12: ST Express Service Quality Metrics by Route

OVERCROWDING

The introduction of double decker buses on the I-5 North corridor has resulted in a signfiicant reduction of overcrowding on vehicles. On average all trips on this corridor have seated capacity as a result. Additionally, the corridor with traditionally the most overcrowding, the I-90 corridor, now generally has seats on every trip, both during peak and off-peak periods as a result of the closure of the Rainier Freeway Station and the conversion of the Downtown Seattle Transit Tunnel to rail only.

There has been an uptick in overcrowding on the SR522 trips, with over half of trips during peak periods experiencing standing loads, as well as on the SR 520 corridor, where one trip has loads that exceed the load standard. Sound Transit will evaluate ways to mitigate overcrowding such as introducing one additional trip on the SR 522 corridor in September 2019. Additional data is needed to best address overcrowding on the SR-520 corridor, as ridership patterns will likely shift as a result of the Montlake Freeway Station closure in June 2019.

Sounder Connectors are very well utilized, with only a couple trips having large numbers of seats available to use.

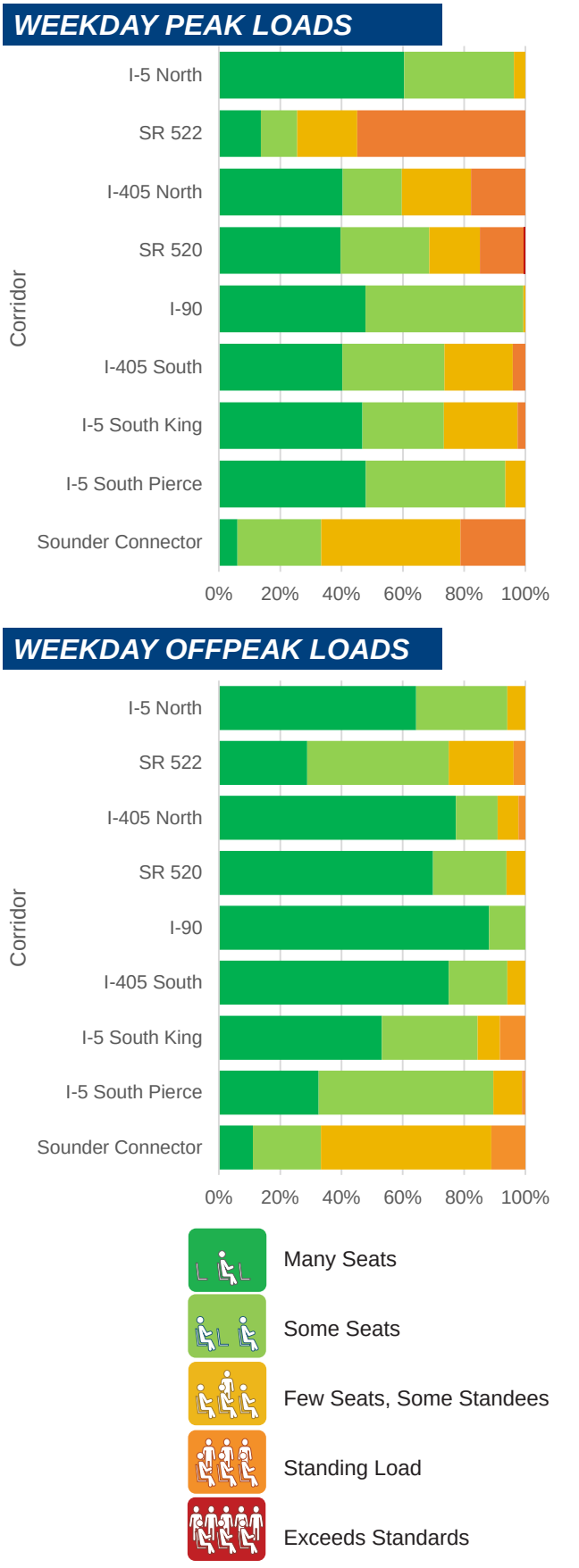


Figure 12: ST Express Weekday Loads by Corridor and Time of Day

TRIPS OPERATED AS SCHEDULED

There are a couple common reasons why trips would not operate as scheduled:

- **Mechanical Breakdowns -** Vehicles that break down on the road may result in a missed trip if a replacement coach cannot be brought into service in time for the next trip.
- **Operator Shortage -** Operator shortages are occurring nationwide, including here in the Puget Sound region. On occassion, trips may end up being missed due to a lack of operator.
- **Earlier Late Trips -** Operators who are significantly delayed due to congestion from traffic accidents, weather or significant sporting event may end up cancelling a trip or repositioning their bus to get back on schedule.

In general, ST Express most commonly has issues with missed trips as a result of earlier late trips.

Service Delivery

Service delivery has the goal of delivering trips as close as possible to how they are scheduled. While percentage of trips operated is a useful metric for reporting purposes, Sound Transit conducts further analysis to understand how customers actually experience the service. The graphs on the right show one example of ideal service with even headways, and then one example of service delivered not meeting customer expectations. Trips start off close to schedule, but as time goes on, several buses run bunched with other buses (three departures around 4:30pm), followed by large gaps (with zero buses between 5 and 6pm). On this day, 90 percent of the service operated during the afternoon commute, but from a customer perspective about 60 percent of the service was actually delivered as scheduled due to the large gaps. Four trips operated over 10 minutes after the last scheduled departure trip.

This issue is most prevalent when congestion is highly variable, such as along the I-5 between Northgate and Seattle when buses are unable to start their trip on-time due to congestion coming from the bus base, or along I-5 between Seattle and Pierce County when the second trip has delayed departures due to late arriving first trips. In the upcoming year Service Planning will evaluate how to minimize missed trips as a result of region-wide congestion.

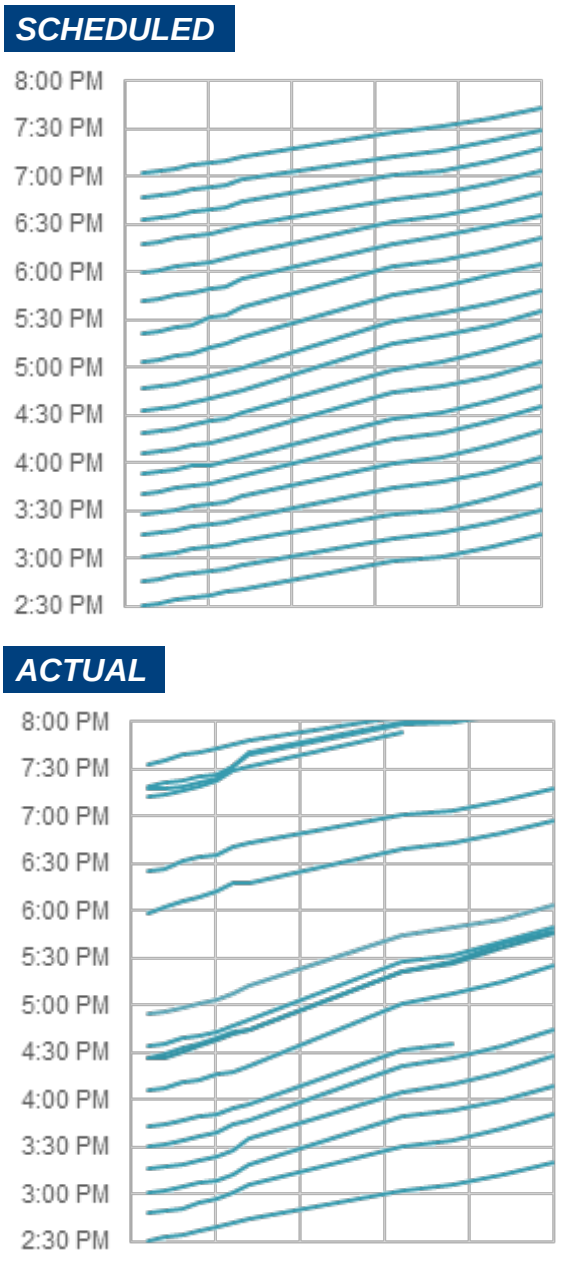


Figure 13: Example of Actual ST Express Service Levels Compared to Scheduled Service

Sounder Ridership & Performance

Sounder currently operates two lines, Sounder North between Seattle and Everett, and Sounder South between Seattle, Tacoma and Lakewood.

RIDERSHIP

Growth on Sounder South has been pronounced, with four round trips added over the past several years driving large ridership growth. September 2017 marked the most recent Sound Transit service expansion on Sounder South by implementing two new round trips and adding five cars to the mid-day train to make all Sounder South trips seven-cars long.

These service changes have resulted in significant ridership gains over the past couple years, averaging over 16,000 boardings on an average weekday. Ridership has doubled over the past 10 years, with more reliable service compared to I-5 driving much of the ridership gain.

Sounder North line ridership has grown at a slower rate over the past 10 years compared to Sounder South, and more recently has declined from recent highs to stabilize at 1,500 daily boardings (Figure 15). Major dips in average weekday ridership are due to mudslide activity which shuts down tracks for a minimum of 48 hours after the incident.

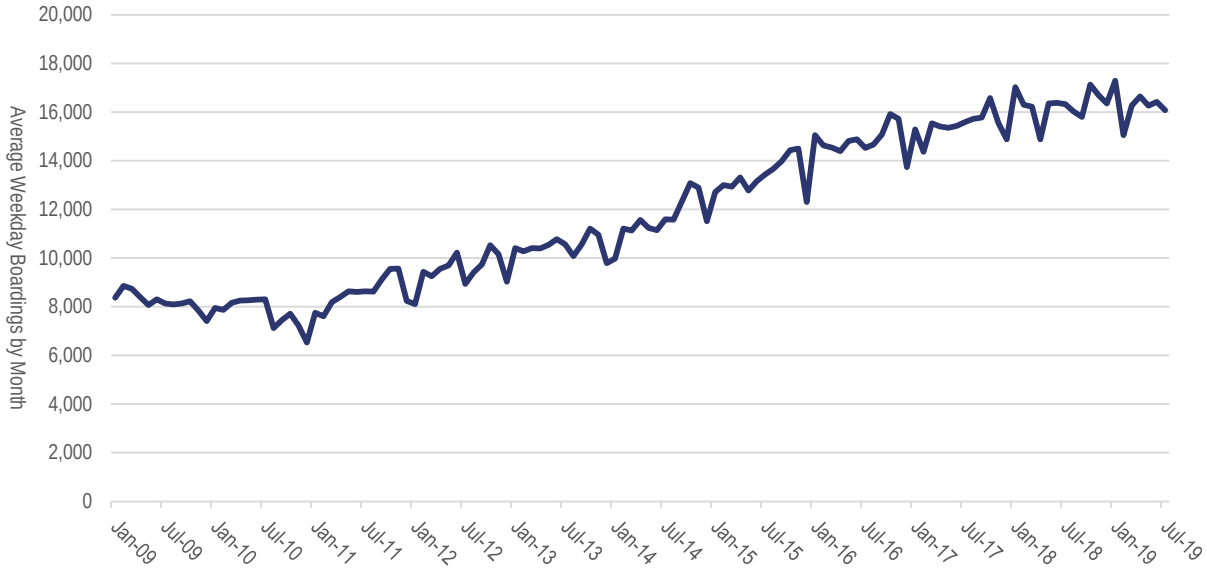


Figure 14: Average Weekday Ridership Sounder South, 2010-2019

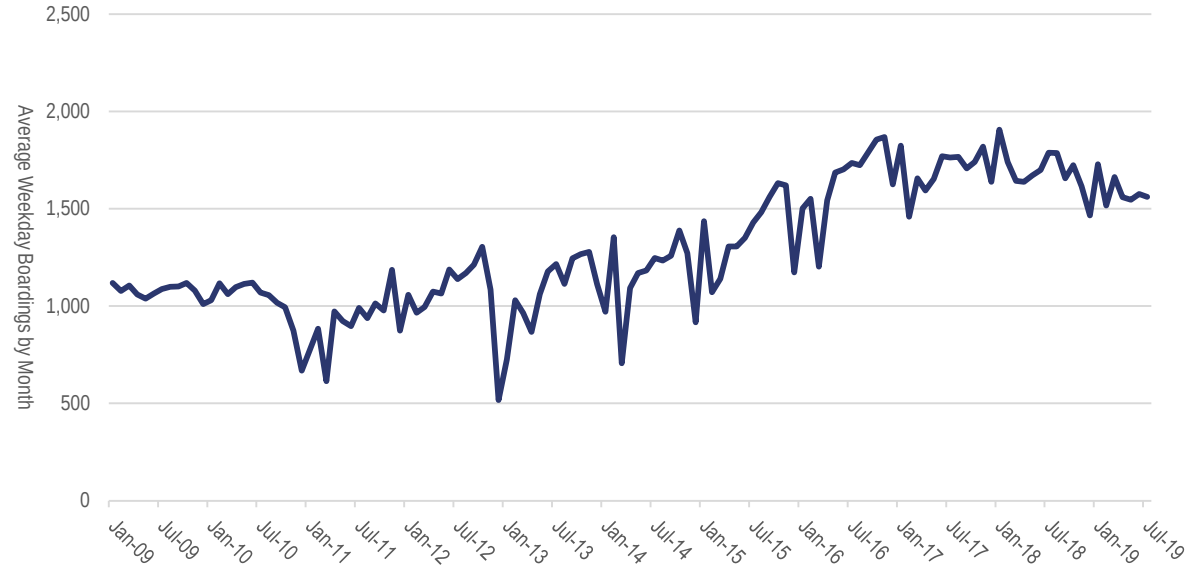


Figure 15: Average Weekday Ridership Sounder North, 2010-2019

ON-TIME PERFORMANCE

Sounder on-time performance has held steady over the past year, averaging about 95% of trips being on-time. There were no mudslides over the past 12 months, which has helped in terms of reliablity.

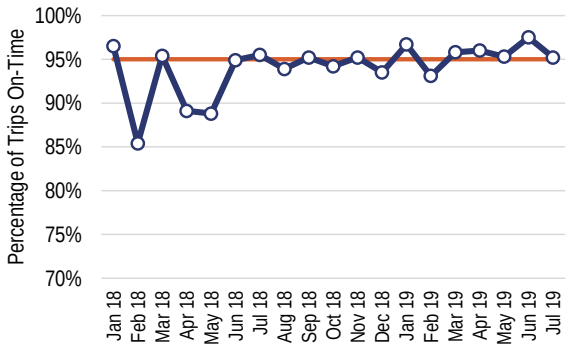


Figure 16: Sounder On-time Performance 2018 - 2019

Reliability Impacts

Delays on Sounder trains can be caused by a variety of reasons. The most common reasons that Sounder may experience delays include:

- Freight interference from BNSF trains
- Construction impacts from trackwork along the alignment
- Emergency response on trains or along the track
- Mechanical breakdowns
- Weather (mudslide/flooding/wind)

In all, while the reliability chart above has shown that we have met our targets, from a customer perspective certain individuals may be more impacted than others. The calendar to the right shows the severity of incidents that occured along Sounder tracks in the second quarter of 2019. While most incidents were less than 30 minutes long, some incidents did cause delays of over an hour.

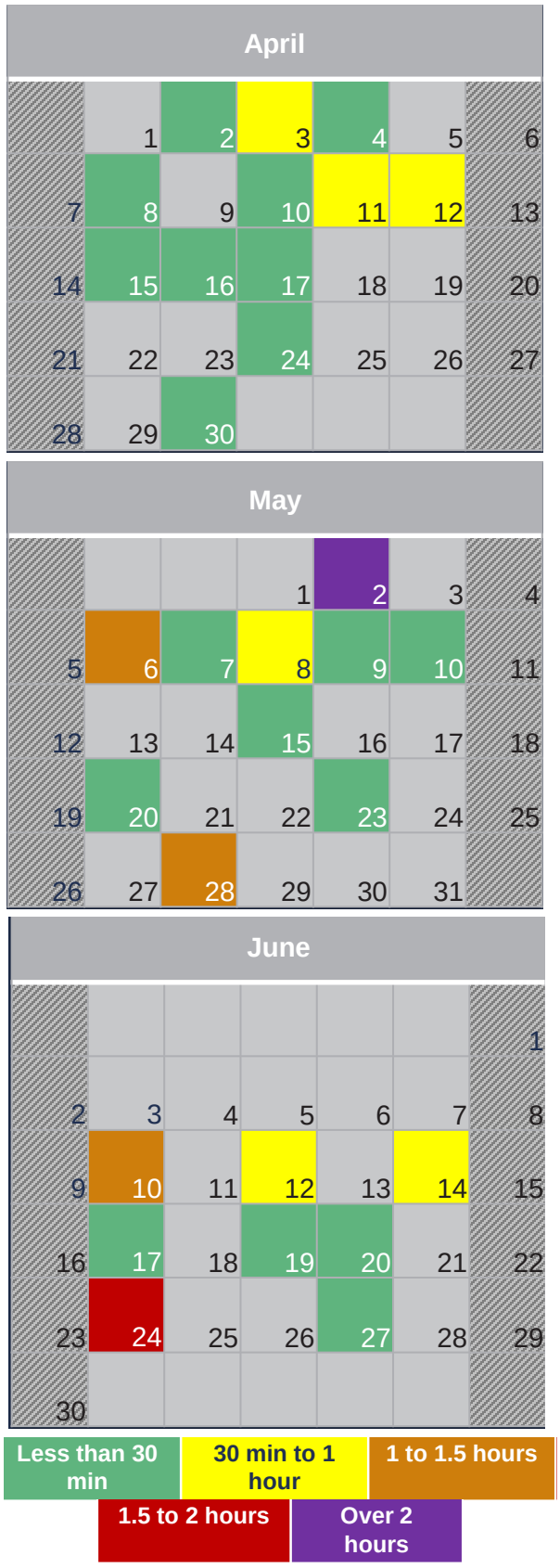


Figure 17: Sounder Incident Length by Date in Q2 2019

COMMENTS & COMPLAINTS

Most Sounder related comments relate to the operation of service or the equipment of the train. Many times, people will write in to detail their experiences on delayed trains and the associated communication of those delayed trains. Equipment related comments primarily stem from either the train being too hot or too cold based on seasonal weather adjustments not being reflected in the train cars temperature sensors or for issues with the mechanical system on the train.

Lastly, in the service related category, there are always requests for additional service. Sounder is limited in its ability to add additional service due to negotiations with BNSF for track time. Future work for Sounder include identifying ways to increase capacity on trains or where new service would be most warranted.

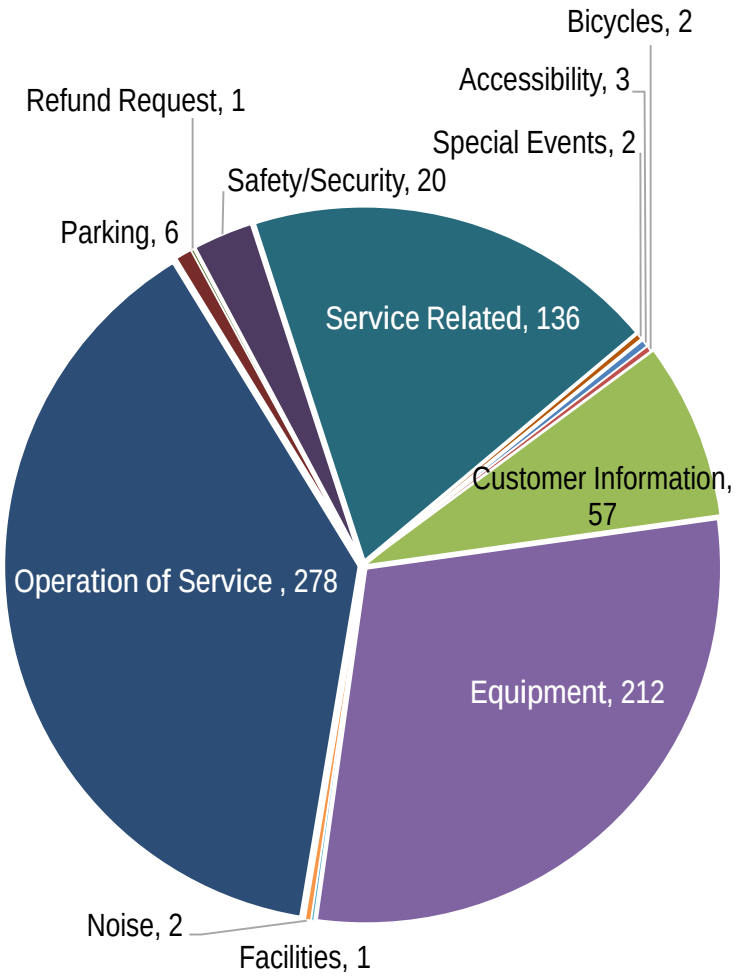


Figure 18: Sounder Customer Comments by Type, 2019

Link *Ridership & Performance*

RIDERSHIP

Ridership is up year-over-year in the first half of 2019, though ridership growth has been less than what was projected in last year's Service Plan. Most recently, changes to operations in the Downtown Seattle Transit Tunnel has resulted in ridership declines on former tunnel routes and some growth on Link the course of the year, ridership typically peaks in the summer and is lower during the winter months.

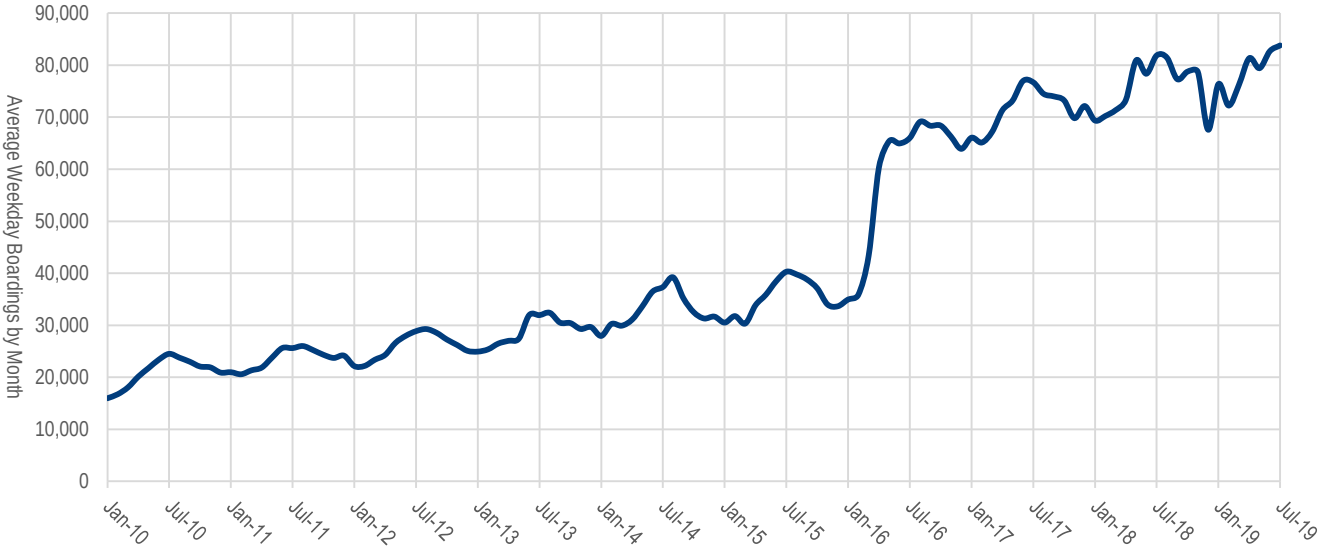


Figure 19: Average Weekday Link Ridership, 2010 - 2019

Weekday Ridership by Time of Day

Weekday ridership has stagnated in 2019 compared to 2018. While growth has been observed in the midday period now that buses are out of the tunnel, the gains have not been realized during peak periods. Peak period, peak direction trains are routinely at capacity, and ridership growth will likely plateau for trips during these time periods until additional train cars are available to be placed in service. The additional train sets will not enter service until the opening of the Northgate extension in 2021.

Additionally, ridership on weekday evenings has declined from 2018 to 2019 due to a Mariner promotion which increased ridership in the spring of 2018. This trend is evident across all day types, where ridership declines correspond to sporting event times.

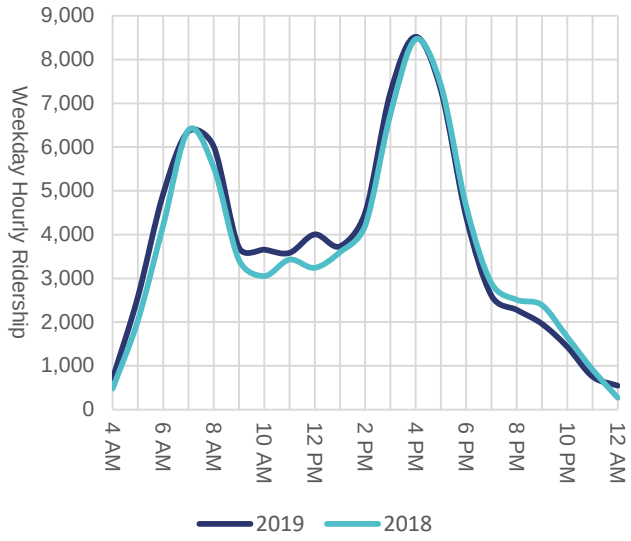


Figure 20: Weekday Link Ridership by Time of Day, Spring 2018 to Spring 2019

Saturday Ridership by Time of Day

Saturday ridership in the second quarter of 2019 averaged 52,400 boardings, a slight decrease from 2018. This loss is likely due to the 2018 Mariners ticket promotion likely drawing additional crowds onto Link which did not materialize in 2019. Ridership outside of sporting event times remained largely consistent with 2018 ridership.

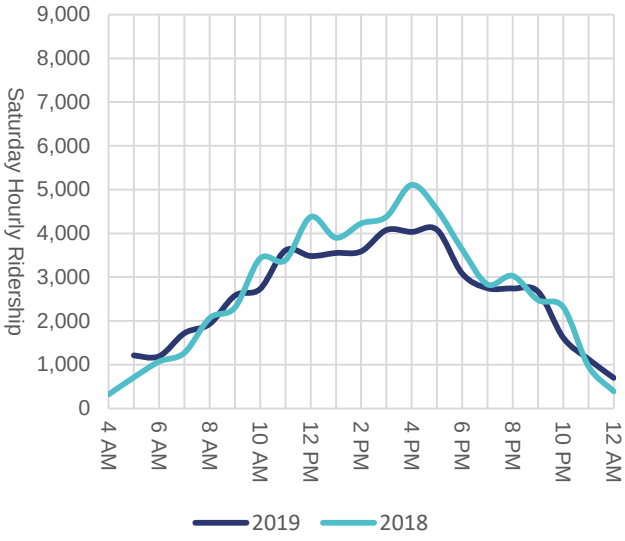


Figure 21: Saturday Link Ridership by Time of Day, Spring 2018 to Spring 2019

Sunday Ridership by Time of Day

Sunday ridership in the second quarter of 2019 averaged 43,300. As with Saturday ridership, Sunday ridership declined during the midday and early afternoon hours. These ridership losses likely correspond to sporting events being less popular compared to the prior year.

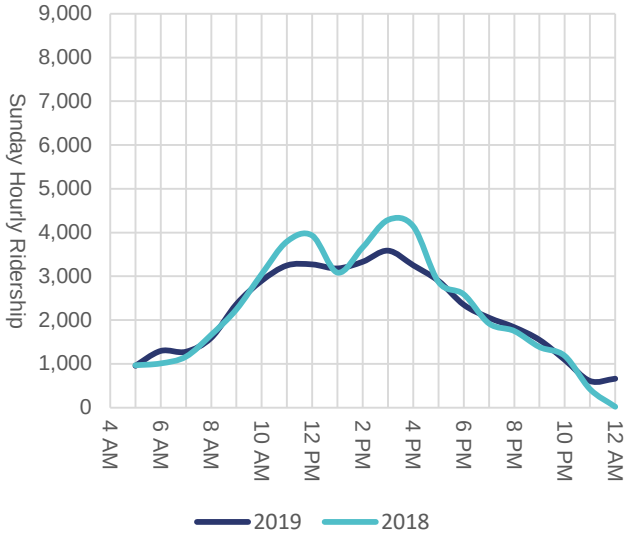


Figure 22: Sunday Link Ridership by Time of Day, Spring 2018 to Spring 2019

Link Boarding by Station

The year 2019 with the conversion of the Downtown Seattle Transit Tunnel to be rail-only resulted in moderate changes to station level ridership on Link. Downtown Seattle stations as well as the U Link segments experienced ridership growth, as well as the Rainier Valley segment.

Ridership declines year over year were most prevalent at Stadium Station, Tukwila / International Blvd and Angle Lake. Stadium Station ridership declines are likely associated with the Mariners ticket promotion

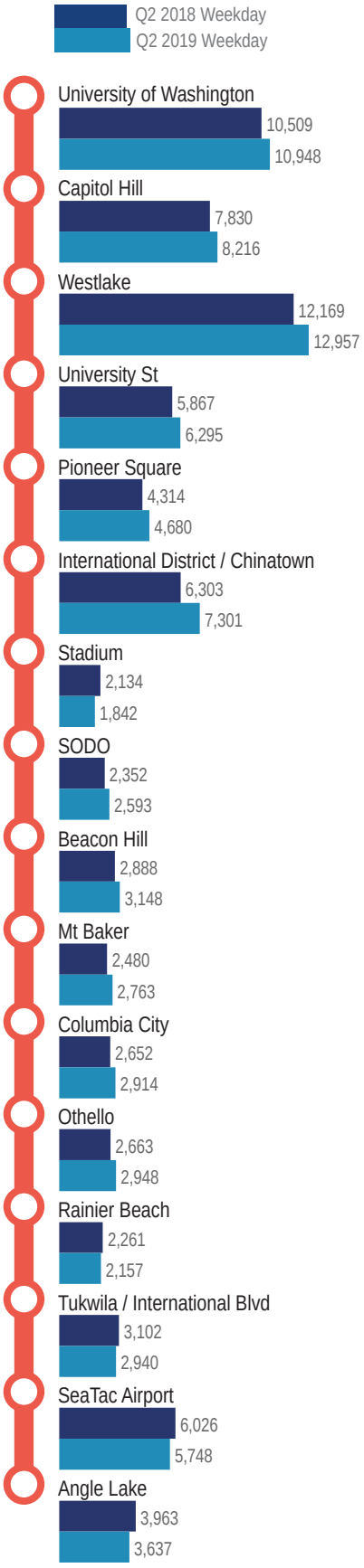


Figure 23: Link Ridership by Station, Spring 2018 to Spring 2019

PERFORMANCE MONITORING

With ridership gains on Link, all four productivity measurements improved in 2017 over 2016. Because no trips were added and because 2017 was the first full year with three new stations open, improvements to boardings per trip and per train-set revenue hour are a direct result of the higher ridership. The higher ridership also explains the higher average load experienced on Link.

Link Service Quality

On-time performance is measured in two ways: schedule adherence and headway performance. Because Link operates so frequently, Sound Transit reports on Link on-time performance as the scheduled headway (interval between trains) + 2 minutes rather than adherence to a posted time. This means during the morning and afternoon peaks when trains are every six minutes, if a train arrives within eight minutes of the prior train that is considered on-time.

With the conversion of the DSTT to rail only, Sound Transit has seen an uptick in reliability, as measured by the number of trips meeting the scheduled travel time through the tunnel. However other segments of Link, such as the Rainier Valley, still have times when the train has missed the window to reliably move through traffic signals without stopping.

Reliability Impacts

While Link is the most reliable of all modes other than Tacoma Link, and OTP has improved, its OTP still hovers around 90%. Much of the reliability issues can be traced to the Downtown Seattle Transit Tunnel, where Link shares right-of-way with buses, and the Rainier Valley, where Link runs at grade. Although Link has priority, it can still be delayed waiting to enter the tunnel or advance to the next station because buses in the tunnel take longer to load. Link reliability is expected to improve in March 2019 when the DSTT converts to rail-only and buses move to surface streets.

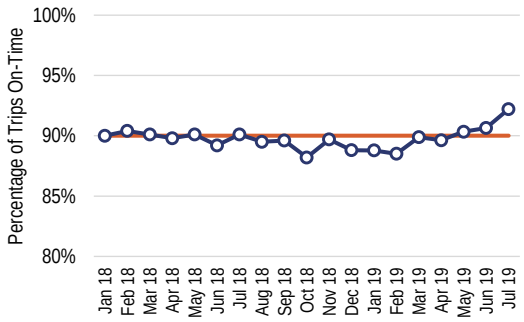


Figure 24: Link On-time Performance 2018-2019

Load Standards

Link loads continue to be high, with several trips sometimes exceeding the Link light rail loading standard of 2.0. However, only one trip consistently exceeds the loading standard three days a week, as defined in our service standards. This is currently a two-car train leaving University of Washington Station around 5 pm. This trip is heavily loaded due to the two car train configuration as well as passengers traveling through the Downtown Seattle Transit Tunnel to connect to the 5:20 pm Sounder South Line train. Sound Transit continues to monitor this trip and may make changes in 2019 to better accommodate passengers, especially after the conversion of the DSTT to a rail-only configuration.

Figure 25 and Figure 26 give a picture of Link loads by hour of day. Each dot represents an actual trip that occurred and the maximum load on each car during that trip. Train car loads are highest at peak hours, but the load of any given trip can vary substantially day by day.

NORTHBOUND AVERAGE TRAIN CAR TRIP MAX LOAD

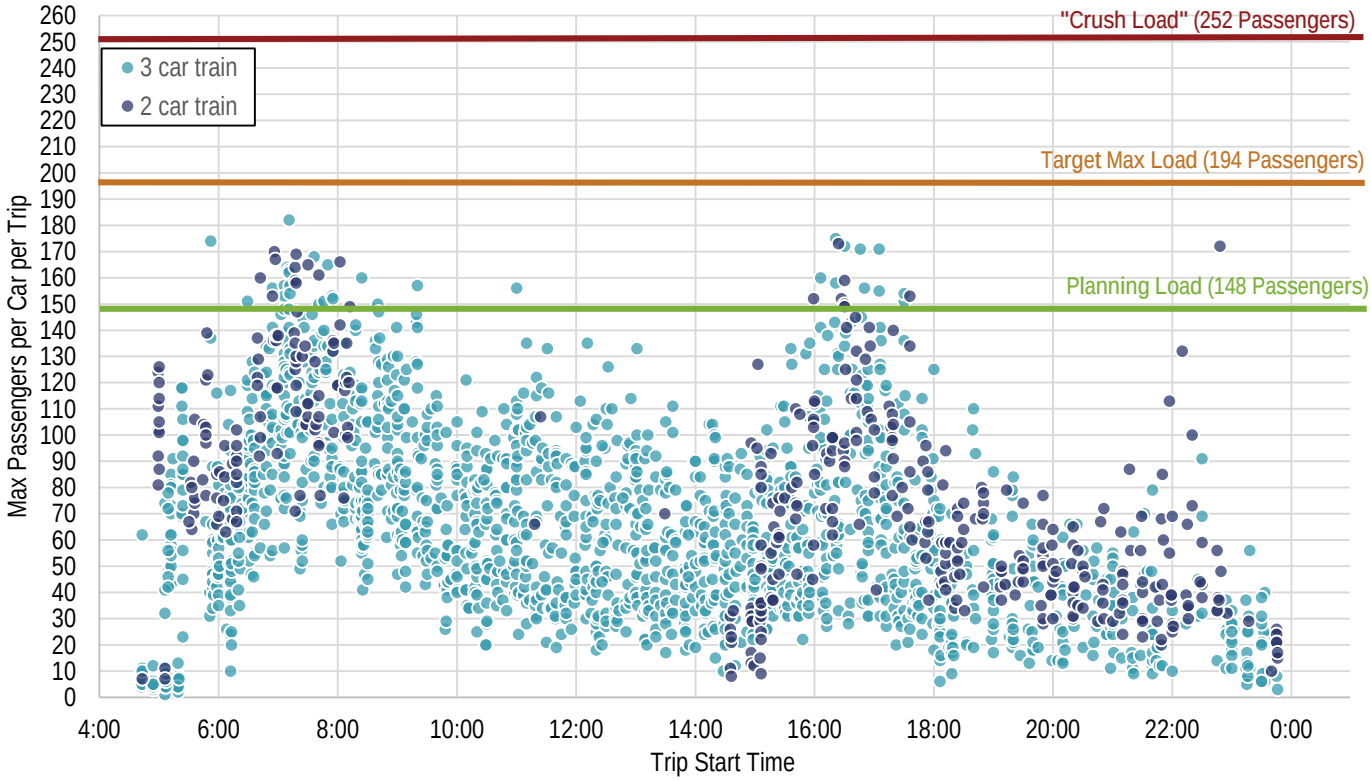


Figure 25: Maximum Car Loads on Individual Link Trips by Hour of Day, Northbound (June 2019)

SOUTHBOUND AVERAGE TRAIN CAR TRIP MAX LOAD

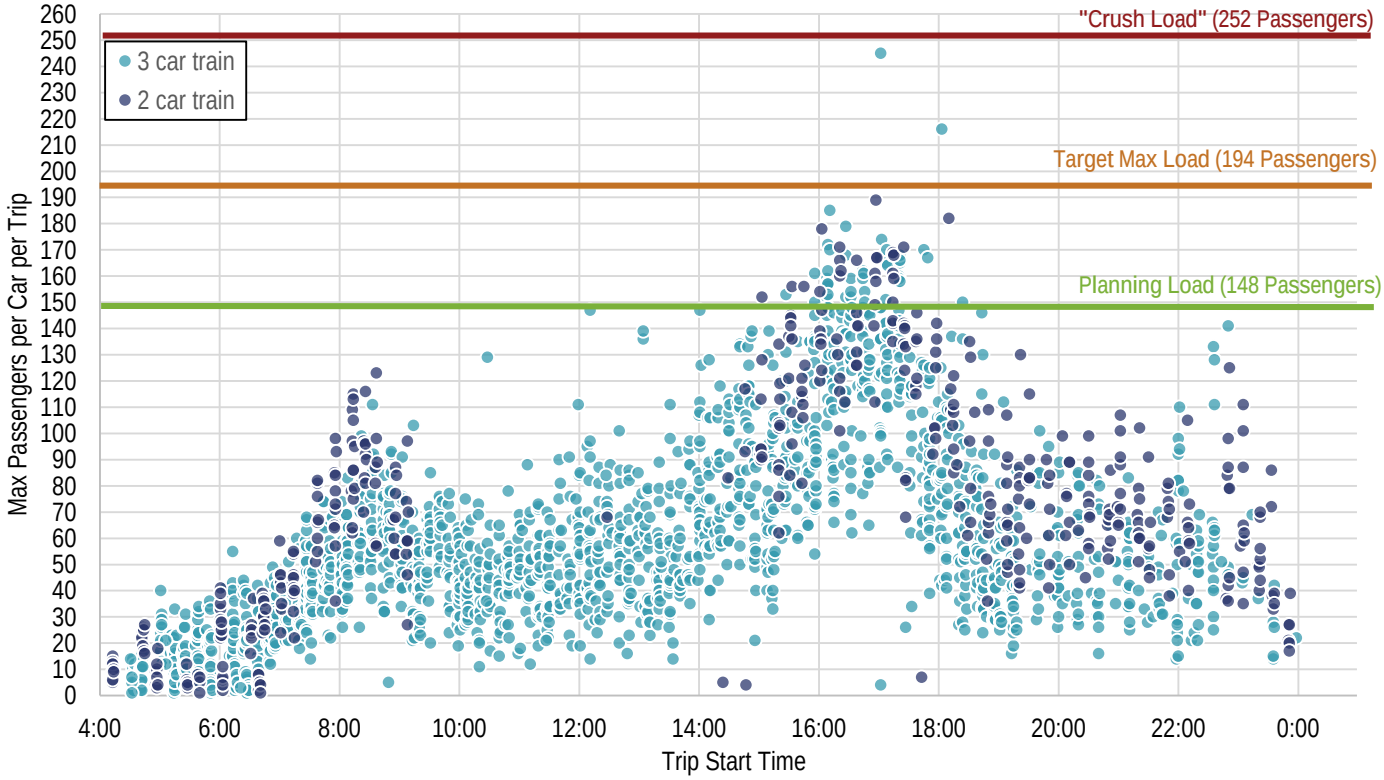


Figure 26: Maximum Car Loads on Individual Link Trips by Hour of Day, Southbound (June 2019)

Tacoma Link *Ridership & Performance*

RIDERSHIP

Tacoma Link is anchored at its southern terminus by the Tacoma Dome, a 23,000-seat event venue, and the 2,400-stall Tacoma Dome Station parking garage. There is no fee to park at Tacoma Dome Station during non-events, and no fares are charged on the route. As a result, ridership is heavily influenced by events at the Tacoma Dome in addition to class schedules at the UW Tacoma. Special events can draw an additional 1,000-2,000 boardings compared to a regular weekday. Overall, without special events, Tacoma Link has an average weekday ridership of around 3,000 passengers.

Factors in 2018 that resulted in an annual ridership drop of 9 percent included:

- Tacoma Dome undergoing a 6-month renovation projects in 2018 during which time no events occurred.
- The Tacoma Dome Station Parking garage saw the temporary closure of 200 parking stalls and extensive construction activities as part of a mid-life upgrading project.

By time of day, as seen below, ridership is fairly consistent across the day without a specific peaking phenomenon. Ridership is heavily correlated with class times at UW Tacoma, with certain trips experiencing much heavier ridership compared to adjacent trips. Saturday ridership is roughly half that of weekday ridership, and Sunday ridership, with service every 24 minutes and a smaller span of service, is half that of Saturday ridership.

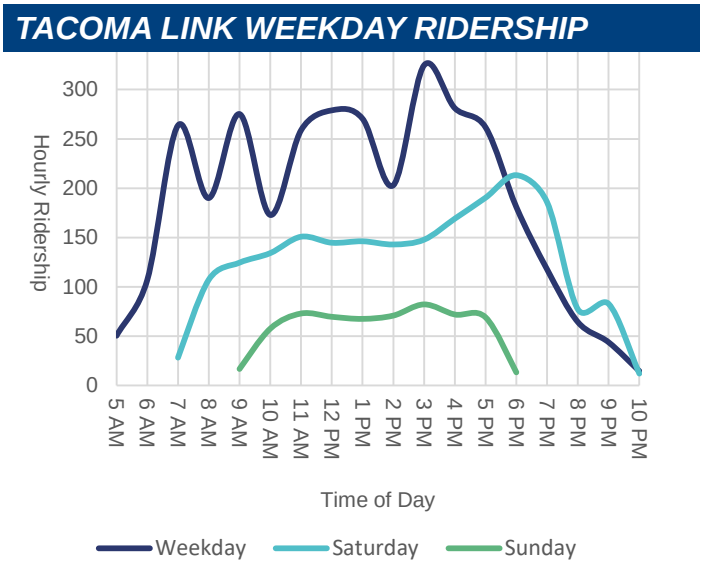


Figure 27: Tacoma Link Ridership by Hour, Spring 2019

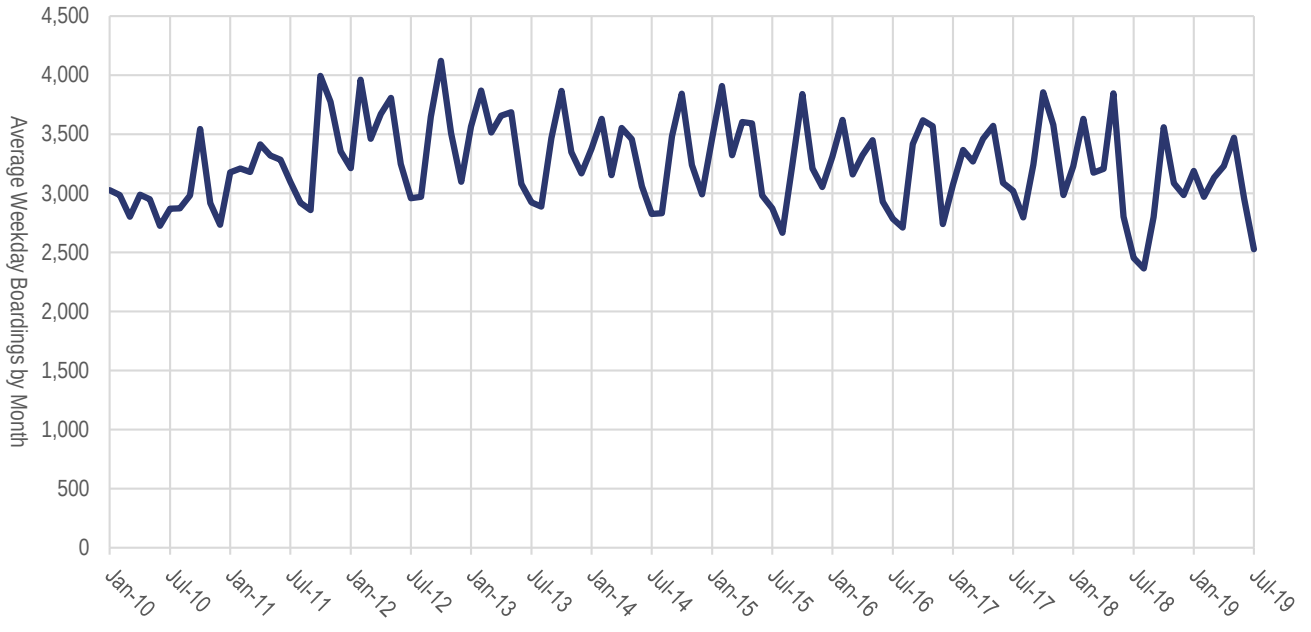


Figure 28: Average Weekday Tacoma Link Ridership, 2010-2019

PERFORMANCE MONITORING

This section describes the different metrics that are measured for Tacoma Link.

On-Time Performance and Trips Operated

Tacoma Link includes a single-track portion between Union Station and Tacoma Dome, which limits headways to every 10 minutes. Because a late incoming train could interfere with an outgoing train, any trip that is more than five minutes late would result in a trip cancellation. Therefore, the percentage of trips operated is equal to on-time performance.

Both OTP and percentage of trips operated consistently approach 100%, well above the goal of 98.5% of trips departing within three minutes of the schedule.

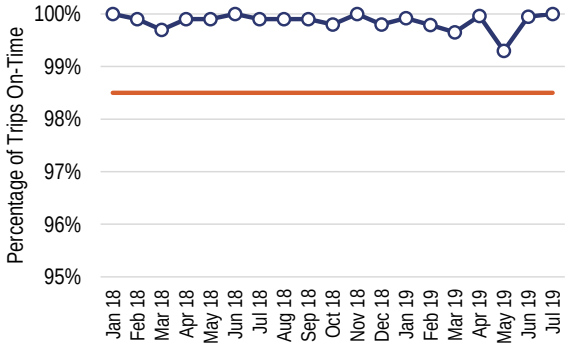


Figure 29: Tacoma Link On-time Performance 2018-2019

Trip Loads

Tacoma Link has specific trips that have higher chances of standees onboard, as shown on Figure to the right. These correspond to UW Tacoma schedules as students travel to and from the campus. One trip does exceed our service standard planning loads, and we will continue to monitor to see whether that trip warrants additional attention. Over the course of 2018, 1.6 percent of Tacoma Link trips exceeded the standard of 1.86 times the number of seats.

Customer Comments

No customer comments were received for Tacoma Link in 2018. High customer satisfaction may be partly because no fares are currently collected on Tacoma Link and service is generally reliable.

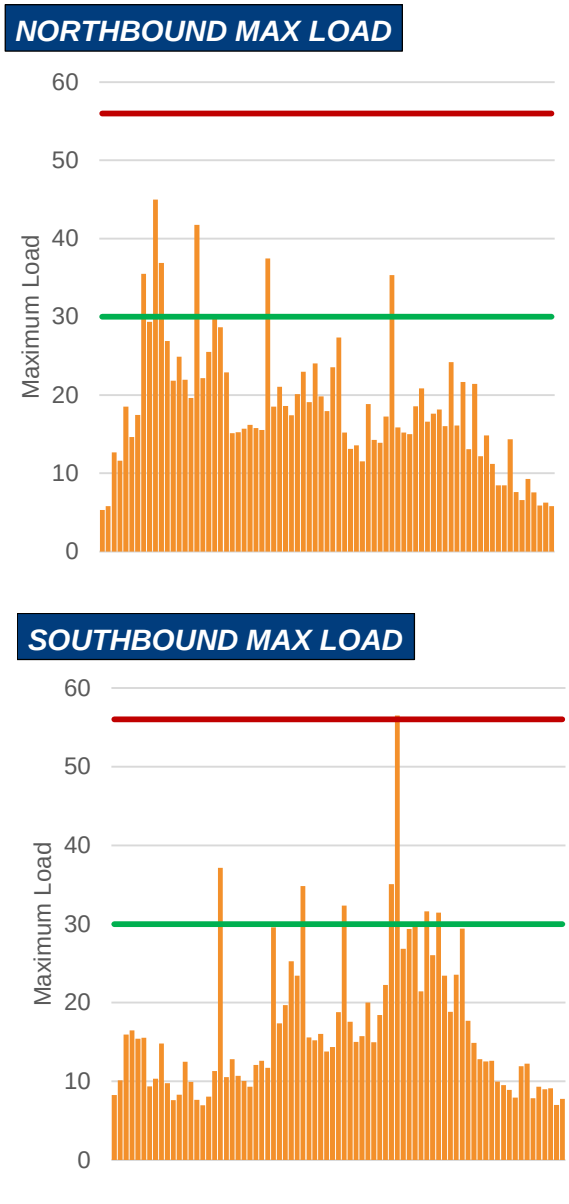


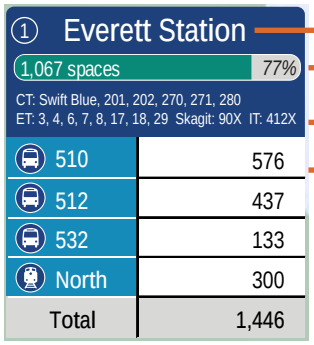
Figure 30: Tacoma Link Average Loads, Spring 2019

Ridership at Regional Facilities

The next several pages illustrate ridership at major regional facilities based on each subarea. Additional information for these facilities include connecting bus routes provided by our partners as well as parking utilization at facilities with parking. Additional information for stops and stations that are not listed in the next several pages can be found in the route profiles section towards the end of this document.

Map Legend

Color	Description
	Selected Subarea
	Other Subarea in Sound Transit District
	Outside Sound Transit District



Facility Name and map marker

The location of the facility being described and a marker to pinpoint the facility on the map

Parking Availability

The number of parking spaces available at this facility, as well as the percent utilization at each facility reported by the WSDOT Park-and-Ride Utilization Report (as of Q1 2019)

Connecting Bus Service

This is a list of bus routes provided by other transit agencies in the region

Station Ridership

Each route that Sound Transit operates is listed here, along with average weekday boardings in the 2nd quarter of 2019.

Boardings at Snohomish County Facilities

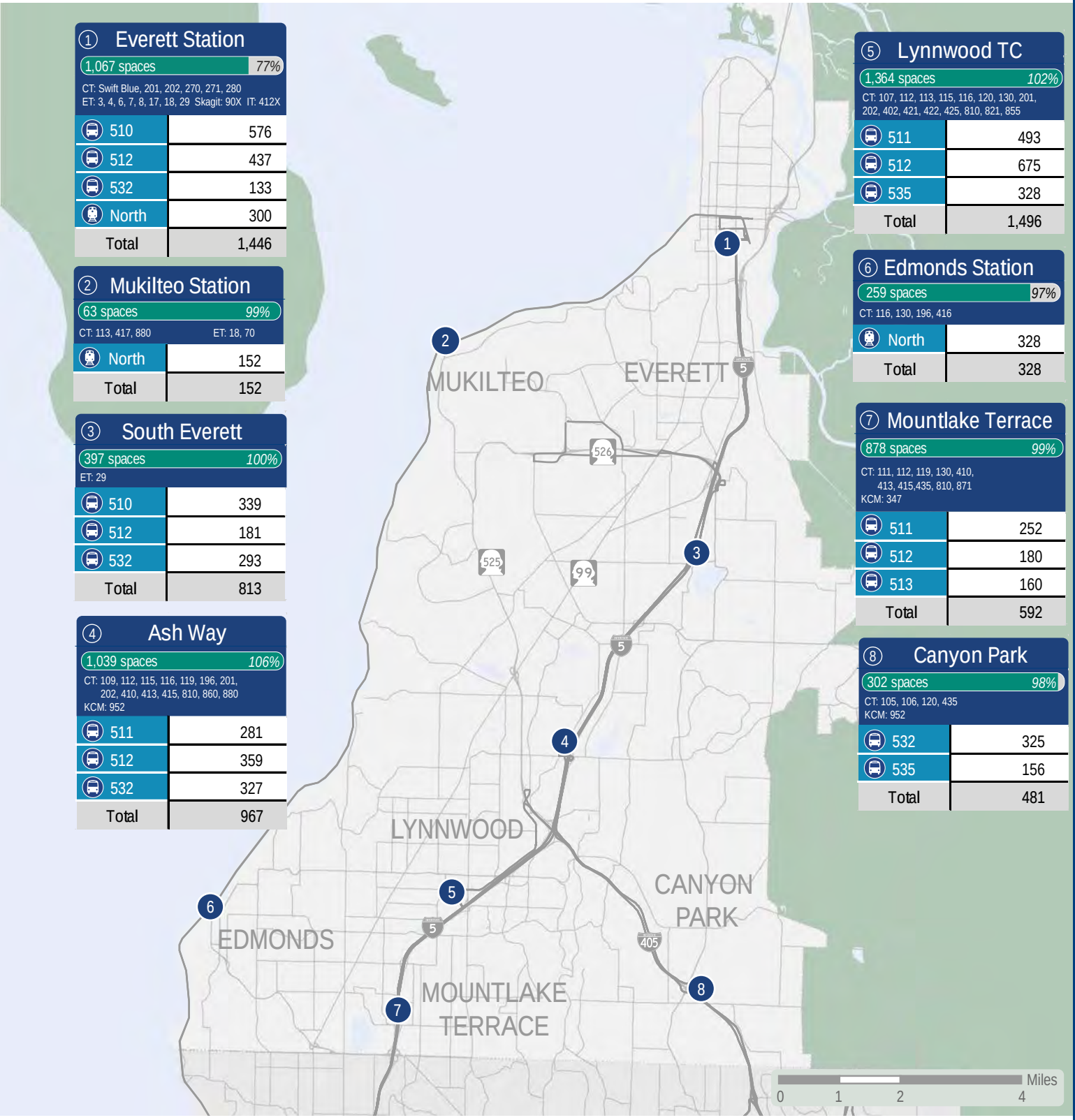
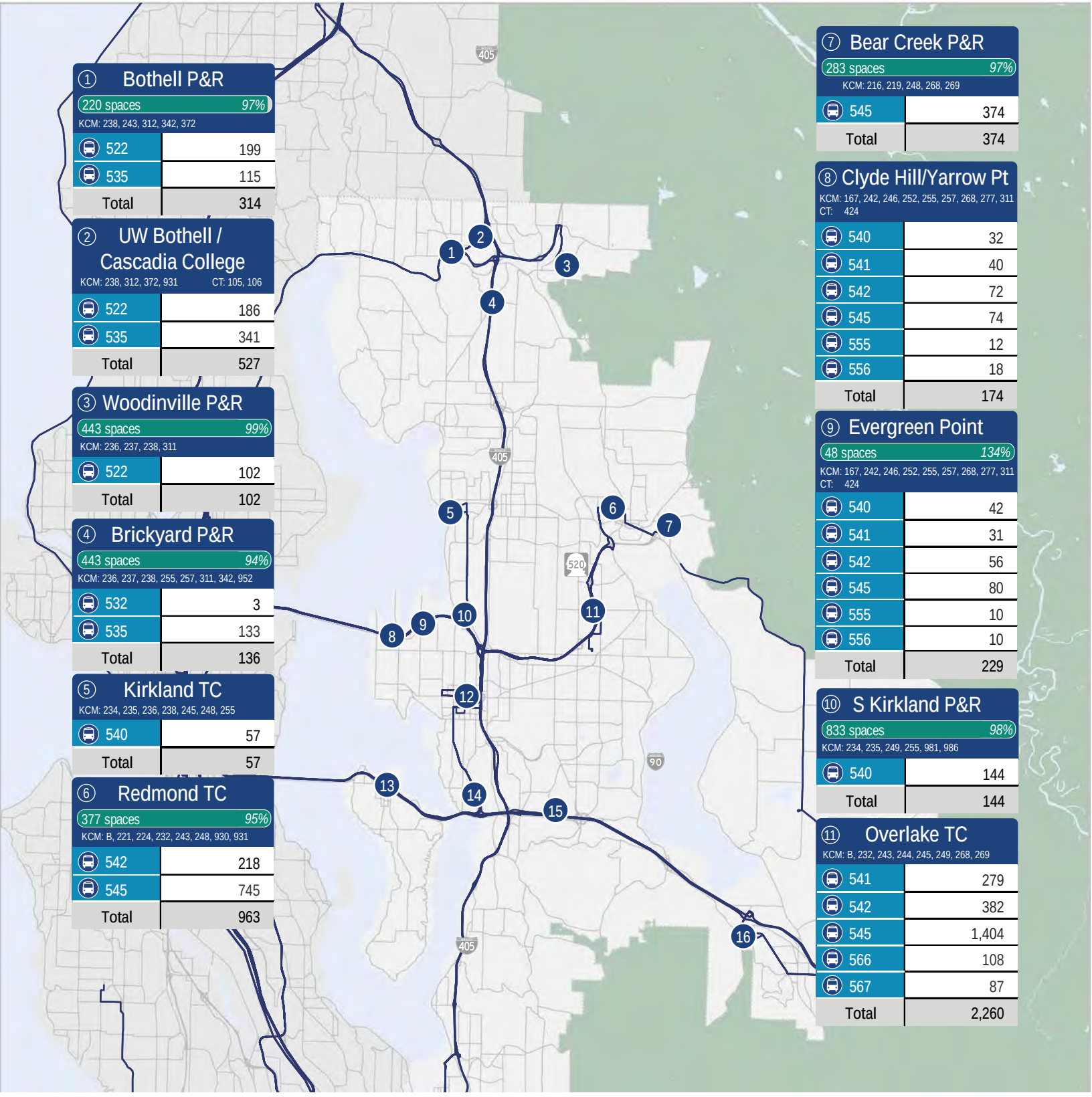


Figure 31: Map of Ridership at Select Snohomish County Facilities

Boardings at East King County Facilities



① Bothell P&R
220 spaces 97%
KCM: 238, 243, 312, 342, 372

522	199
535	115
Total	314

② UW Bothell / Cascadia College
KCM: 238, 312, 372, 931 CT: 105, 106

522	186
535	341
Total	527

③ Woodinville P&R
443 spaces 99%
KCM: 236, 237, 238, 311

522	102
Total	102

④ Brickyard P&R
443 spaces 94%
KCM: 236, 237, 238, 255, 257, 311, 342, 952

532	3
535	133
Total	136

⑤ Kirkland TC
KCM: 234, 235, 236, 238, 245, 248, 255

540	57
Total	57

⑥ Redmond TC
377 spaces 95%
KCM: B, 221, 224, 232, 243, 248, 930, 931

542	218
545	745
Total	963

⑦ Bear Creek P&R
283 spaces 97%
KCM: 216, 219, 248, 268, 269

545	374
Total	374

⑧ Clyde Hill/Yarrow Pt
KCM: 167, 242, 246, 252, 255, 257, 268, 277, 311
CT: 424

540	32
541	40
542	72
545	74
555	12
556	18
Total	174

⑨ Evergreen Point
48 spaces 134%
KCM: 167, 242, 246, 252, 255, 257, 268, 277, 311
CT: 424

540	42
541	31
542	56
545	80
555	10
556	10
Total	229

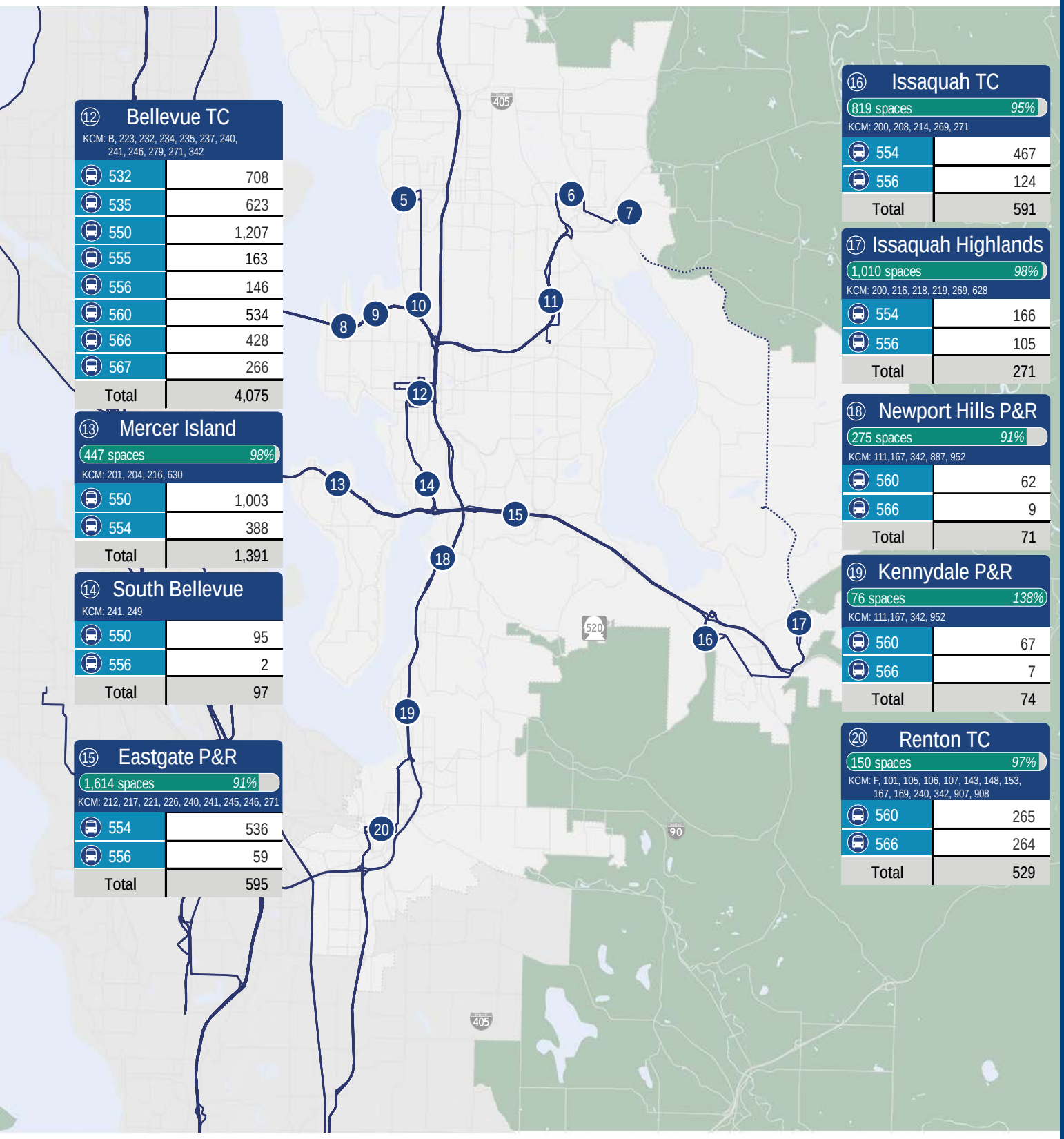
⑩ S Kirkland P&R
833 spaces 98%
KCM: 234, 235, 249, 255, 981, 986

540	144
Total	144

⑪ Overlake TC
KCM: B, 232, 243, 244, 245, 249, 268, 269

541	279
542	382
545	1,404
566	108
567	87
Total	2,260

Figure 32: Map of Ridership at Select East King County Facilities



⑫ Bellevue TC

KCM: B, 223, 232, 234, 235, 237, 240, 241, 246, 279, 271, 342

532	708
535	623
550	1,207
555	163
556	146
560	534
566	428
567	266
Total	4,075

⑬ Mercer Island

447 spaces 98%

KCM: 201, 204, 216, 630

550	1,003
554	388
Total	1,391

⑭ South Bellevue

KCM: 241, 249

550	95
556	2
Total	97

⑮ Eastgate P&R

1,614 spaces 91%

KCM: 212, 217, 221, 226, 240, 241, 245, 246, 271

554	536
556	59
Total	595

⑯ Issaquah TC

819 spaces 95%

KCM: 200, 208, 214, 269, 271

554	467
556	124
Total	591

⑰ Issaquah Highlands

1,010 spaces 98%

KCM: 200, 216, 218, 219, 269, 628

554	166
556	105
Total	271

⑱ Newport Hills P&R

275 spaces 91%

KCM: 111,167, 342, 887, 952

560	62
566	9
Total	71

⑲ Kennydale P&R

76 spaces 138%

KCM: 111,167, 342, 952

560	67
566	7
Total	74

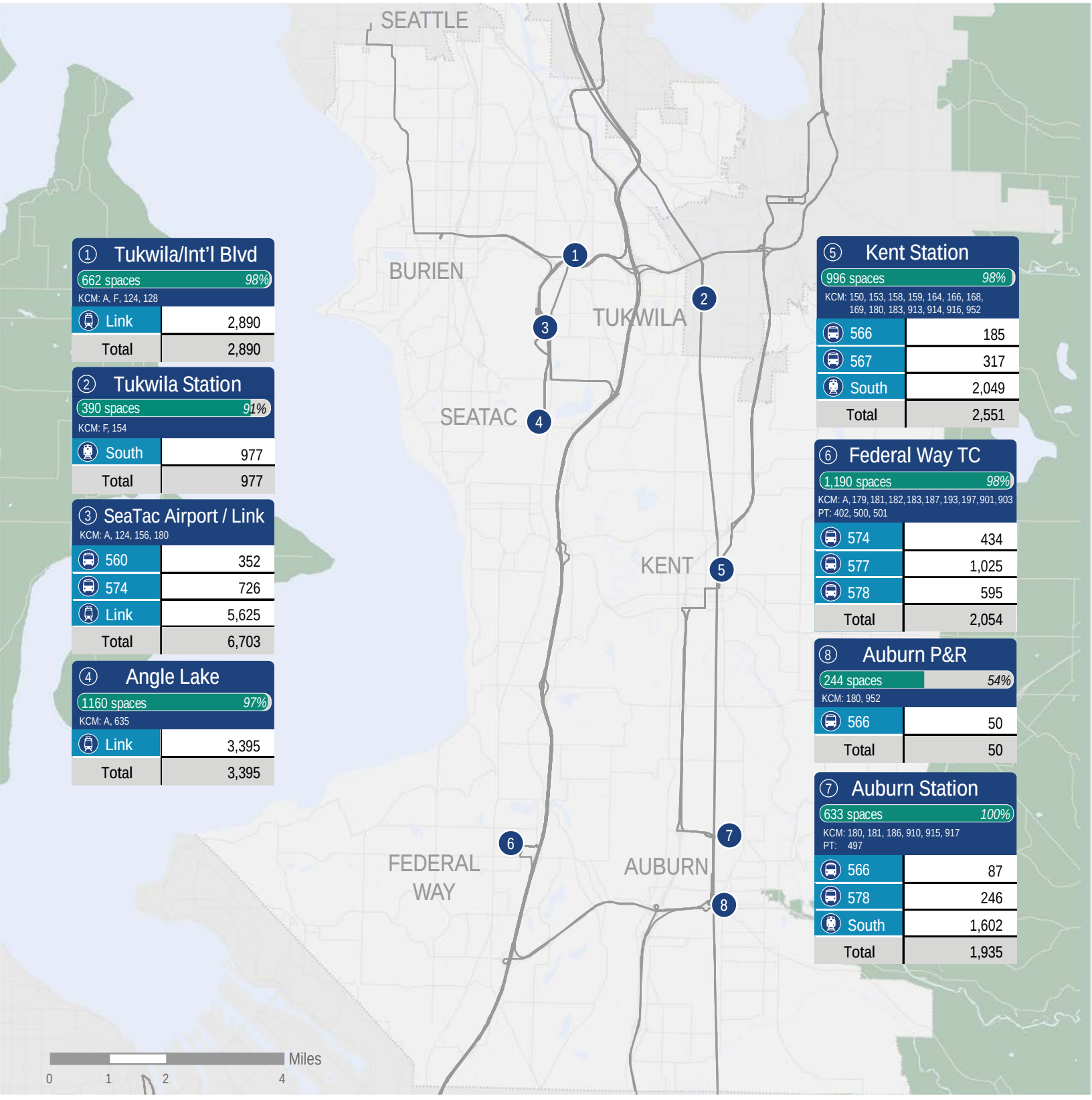
⑳ Renton TC

150 spaces 97%

KCM: F, 101, 105, 106, 107, 143, 148, 153, 167, 169, 240, 342, 907, 908

560	265
566	264
Total	529

Boardings at South King County Facilities



① Tukwila/Int'l Blvd
662 spaces 98%
KCM: A, F, 124, 128

Link	2,890
Total	2,890

② Tukwila Station
390 spaces 91%
KCM: F, 154

South	977
Total	977

③ SeaTac Airport / Link
KCM: A, 124, 156, 180

560	352
574	726
Link	5,625
Total	6,703

④ Angle Lake
1160 spaces 97%
KCM: A, 635

Link	3,395
Total	3,395

⑤ Kent Station
996 spaces 98%
KCM: 150, 153, 158, 159, 164, 166, 168, 169, 180, 183, 913, 914, 916, 952

566	185
567	317
South	2,049
Total	2,551

⑥ Federal Way TC
1,190 spaces 98%
KCM: A, 179, 181, 182, 183, 187, 193, 197, 901, 903
PT: 402, 500, 501

574	434
577	1,025
578	595
Total	2,054

⑧ Auburn P&R
244 spaces 54%
KCM: 180, 952

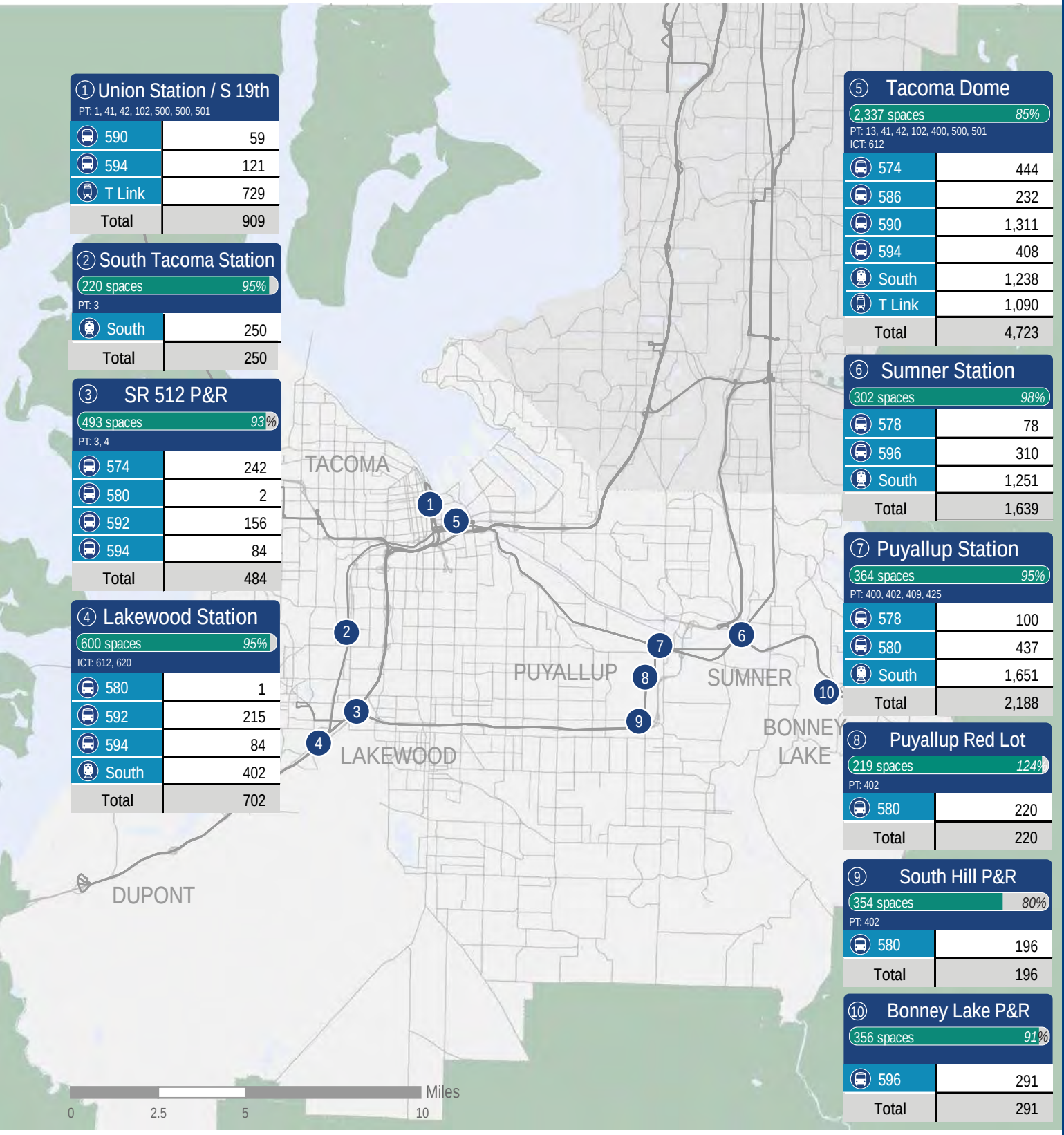
566	50
Total	50

⑦ Auburn Station
633 spaces 100%
KCM: 180, 181, 186, 910, 915, 917
PT: 497

566	87
578	246
South	1,602
Total	1,935

Figure 33: Map of Ridership at Select South King County Facilities

Boardings at Pierce County Facilities



① Union Station / S 19th
PT: 1, 41, 42, 102, 500, 500, 501

590	59
594	121
T Link	729
Total	909

② South Tacoma Station
220 spaces 95%
PT: 3

South	250
Total	250

③ SR 512 P&R
493 spaces 93%
PT: 3, 4

574	242
580	2
592	156
594	84
Total	484

④ Lakewood Station
600 spaces 95%
ICT: 612, 620

580	1
592	215
594	84
South	402
Total	702

⑤ Tacoma Dome
2,337 spaces 85%
PT: 13, 41, 42, 102, 400, 500, 501
ICT: 612

574	444
586	232
590	1,311
594	408
South	1,238
T Link	1,090
Total	4,723

⑥ Sumner Station
302 spaces 98%

578	78
596	310
South	1,251
Total	1,639

⑦ Puyallup Station
364 spaces 95%
PT: 400, 402, 409, 425

578	100
580	437
South	1,651
Total	2,188

⑧ Puyallup Red Lot
219 spaces 124%
PT: 402

580	220
Total	220

⑨ South Hill P&R
354 spaces 80%
PT: 402

580	196
Total	196

⑩ Bonney Lake P&R
356 spaces 91%

596	291
Total	291

Figure 34: Map of Ridership at Select Pierce County Facilities

SERVICE EQUITY ANALYSIS

Title VI Evaluation

As part of the annual Service Implementation Plan (SIP), Sound Transit conducts a service equity analysis, also known as a Title VI evaluation analysis, to ensure that changes to transit service are consistent with Title VI policies defined by the Federal Transit Administration (FTA) and Board policies defined by the Sound Transit Board of Directors. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states:

No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

This section of the SIP provides an assessment of potential impacts to minority, low income and limited English speaking communities associated with the proposed changes in this Service Implementation Plan.

POLICIES AND DEFINITIONS

The section below describes Sound Transit's approved policies for conducting and identifying major service changes, as well as for assessing their impacts on Title VI populations.

Service Standards and Performance Measures

Service standards and performance measures are a set of guidelines that are used to design, evaluate and modify transit service. The standards and measures establish baselines to obtain optimum efficiency and effectiveness in the system on a short-term basis, while maintaining or improving the quality of service. Planning and day-to-day management of transit service is based on the established service standards and performance measures. The guidelines provide a multi-step process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

The Service Standards and Performance Measures defines the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure Sound Transit services are meeting the demand for regional transit in the Puget Sound area.

Major Service Change

Resolution R2013-18, adopted by the Sound Transit Board of Directors in 2013, established policies for conducting equity analyses of major service changes and assessing the impacts on minority and low income populations. This policy defines a major service change as follows:

- A major service change is any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly platform service hours,
- Move the location of a stop or station by more than a half mile.
- Closing or removing a stop or station without replacement within a half mile.

Adverse Effects

The adopted Sound Transit major service change policy, described above, also defines potential adverse effects of major service changes and thresholds for determining whether the proposed service change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations. The definitions are as follows:

- A potential adverse effect is defined as a geographical or time-based addition or reduction in service which includes but is not limited to: changes to span of service, changes to frequency of service, or elimination of routes or route segments.
- A disparate impact occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area.
- A disproportionate burden occurs when the low income percentage of the population adversely affected by a major service change is greater than the average low income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the service equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

DEFINITIONS AND DATA ANALYSIS

The following sections describe the data definitions and methodologies used by Sound Transit to develop estimates for Title VI populations within the Sound Transit service area.

Demographic Analysis Methodology and Title VI Data Definitions

Sound Transit uses census demographic data to identify Title VI communities (Minority, Low Income, & Limited English Proficiency) for service equity analysis and calculates the system-wide or mode specific average representation of these communities within the general population. Only Minority or Low Income status are used to determine if a disparate impact or disproportionate burden must be mitigated or analyzed. However, identifying Limited English Proficiency (LEP) residents helps Sound Transit to ensure that outreach efforts reach diverse customers. Sound Transit uses the 2010 designated Census Tracts as the geographic basis for assessing the Title VI populations.

Sound Transit uses the most recent five-year demographic estimates available from American Community Survey (ACS). The ACS dataset identifies Minority, Low Income and LEP populations as follows:

- **Minority**: Persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander.
- **Low income:** Persons whose household income is below the federal poverty level.
- **Limited English Proficiency (LEP):** Persons who identify a language other than English as their primary language and are not fluent in English.

The following sections describe the methodology for identifying each of the Title VI populations for the purposes of the annual service equity analysis.

Service Area Methodology

Most transit agencies in the United States define their service area as a buffered distance around each of their transit routes. Given the unique service characteristics of Sound Transit service – limited stops connecting regional urban and employment centers – the agency defines its service area based on a radial distance from each transit stop, rather than the transit route alignment. Table 13 below provides details on Sound Transit's service area by stop type.

STOP TYPE	SERVICE AREA (MILES)
Bus stop without parking	0.5
Rail station without parking	1.0
Major bus facility	2.5
Rail station with parking	5.0

Table 13: Sound Transit Facility Service Area Definition

Sound Transit Title VI Population Estimates

Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for the three Title VI populations for the Sound Transit service area are identified by census tract and the district overall.

The population representation for any census tract is calculated using the percentage of area that falls within the district or mode's service area to estimate the specific number of people that fall within each of the Title VI categories. For example, if a census tract total is 10 acres and 3 acres are in the service area, based on the previously identified methodologies, then 30 percent of the tract's total population, and in turn the respective Title VI populations, is considered to be within the service area. This methodology assumes an even distribution of population throughout the census tract.

Table 14 shows the Title VI population averages for the Sound Transit service area using the 2013 – 2017 ACS Dataset. Minority and low-income averages serve as a comparison in the service change analysis to determine if mitigation must be considered, while LEP averages help to advise the outreach strategy. The maps at right (Figure 24, 25) show census tracts with minority and low-income populations above the Sound Transit district average.

TITLE VI POPULATIONS	PERCENTAGE OF DISTRICT POPULATION
Minority	38.1%
Low Income	11.8%
Limited English Proficiency	10.1%

Table 14: Sound Transit District Populations

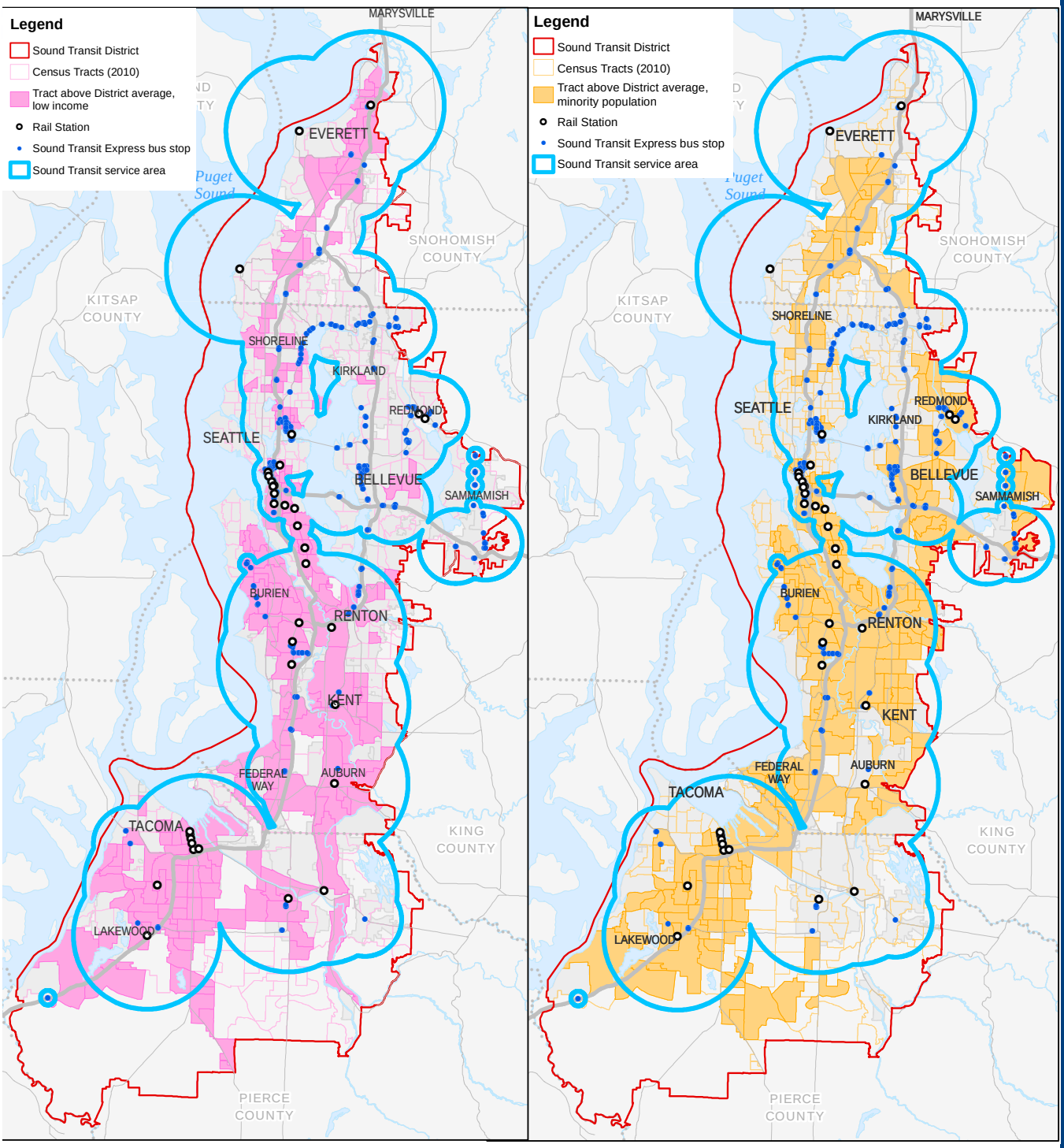


Figure 35: Low-Income & Minority Populations for Facilities Served by ST

Title VI Evaluation *of Adopted 2020 Service Changes*

Each major service change was evaluated before adoption to determine if it would cause a disparate impact or disproportionate burden to minority or low-income populations. This section describes anticipated impacts of each change and either what steps have been taken to mitigate the impact or why full mitigation is not possible. In some cases, the LEP population may be cited in order to ensure robust, multilingual outreach. Note that this Title VI evaluation was applied to the original proposal, but the updated proposal has not made any changes to route alignment, so the conclusions still apply.

NORTH EASTSIDE MOBILITY PLAN

Service Change Development

As part of our continued coordination with King County Metro and their adopted North Eastside Mobility Plan (NEMP) and to more effectively use taxpayer resources, ST Express Route 540 and most Route 541 service will be consolidated into new Route 544, serving Overlake, South Kirkland, SR 520 and South Lake Union.

Route 544 will be a peak only bi-directional route that serves Overlake P&R and South Lake Union in conjunction with King County Metro's Northeast Mobility Plan. With Metro Route 255 to serve UW Station, Route 540 is redundant. New Route 544 would use resources previously spent connecting to the University of Washington to extend service to South Lake Union. Passengers traveling between Overlake Village and UW would transfer at Evergreen Point. Because this is a new route with the discontinuation of other routes, this change requires Board Approval.

Customer Impacts

Approximately 250 Route 540 riders and 350 Route 541 riders would be impacted by this proposal. Riders served by Overlake Transit Center and Overlake Park & Ride will no longer have a one-seat to the U-District in Seattle. Instead, riders my board at the SR-520/NE 40th St freeway stop, or alternatively board Route 544 at Overlake Transit Center or Overlake Park & Ride and transfer to the 542 at the SR-520/NE 40th St freeway stop, Yarrow Point freeway station, or Evergreen Point freeway station.

Riders served by the Kirkland Transit Center and South Kirkland Park & Ride can ride King County Metro Route 255 to the Montlake Triangle. For origins and destinations beyond the Montlake Triangle, riders will need to transfer between other King County Metro and Sound Transit routes serving the U-District, including Routes 43, 44, 45, 48, 71, 73, 167, 271, 277, 373, 542, 556, and 586.

Data

Table 15 shows the percentage of low-income, minority, and LEP populations in the 540, 541, and 544 service area as compared with the Sound Transit district overall.

AREA	LEP	LOW INCOME	MINORITY
Sound Transit District	10.1%	17.7%	38.8%
540/541 Impacted Area	8.2%	18.9%	32.0%
544 Added Service Area	3.3%	14.0%	28.3%
544 Service Area Total	9.7%	10.9%	38.6%

Table 15: Title VI Populations of the Route 544 Service Area

Maps

See Appendix A for detailed maps illustrating this service equity analysis

Findings

The minority population of the impacted area at 32.0% is less than the Sound Transit District average of 38.8%. Therefore there is no disparate impact. However, the impacted area's Low-Income population is higher (18.9%) than the district average of 17.7%. The results in the determination of a disproportionate burden.

In order to mitigate the adverse effects of this change, Sound Transit coordinated closely during the development phase with King County Metro on shifting

the terminus of their Route 255 to the UW District. Route 255 will provide frequent (12-minute peak) all-day and weekend service Kirkland to the Montlake Triangle at the UW of Washington Link Station. The service provided by Route 255 is a significant improvement over Route 540 which only operated during peak periods on weekdays. As an additional mitigation measure, a westbound trip will be added to Route 542 (Redmond TC to the U-District) in order to provide more capacity for former Route 541 riders during the PM peak period.

Conclusion

Route 544 will demonstrates Sound Transit's ability to responded to evolving population and employment patterns. It will create a brand new regional connection between the underserved transit market of South Lake Union and a multitude of jobs and residents on King County's east side.

ROUTE 566 STOP DISCONTINUATION

This change was developed to improve reliability on the Renton - Bellevue and Kent - Bellevue markets for Route 566.

Customer Impacts

In the off-peak direction, customers would need to wait up to 15 minutes for the next 560 bus. Most customers should see either no change or reliability improvements as a result of this change

Customer Impacts

Total daily ridership for the two stops is just 16 boardings, and the stops delay trips as buses must leave HOV lanes to access right-side exits. This results in travel time reliability impacts to Route 566.

Route 560 would continue to serve those stops during all service hours. Through riders on Route 566 will benefit from this stop elimination by having quicker and more reliable travel times.

Overall, only 16 average weekday boardings out of 1,341 would be impacted on Route 566.

Table 16 shows the percentage of low-income, minority, and LEP populations in the Route 566 service area as compared with the Sound Transit district overall.

AREA	LEP	LOW INCOME	MINORITY
Sound Transit District	10.1%	17.7%	38.8%
566 Current Service Area	15.3%	19.4%	51.3%
566 Removed Stops	13.3%	11.1%	44.4%
566 Future Service Area	15.3%	19.5%	51.4%

Table 16: Title VI Populations of the Route 566 Service Area

Maps

Maps showing percentages of minority, low-income, and LEP populations in the Route 566 service area by census tract can be found in the Appendix.

Findings

The minority population of the impacted area at 44.4% is greater than the Sound Transit District average of **38.8%**. Therefore, there is a determination of a disparate impact. The impacted area's Low-Income population is lower (11.1%) than the district average of 17.7%, meaning there is no disproportionate burden.

Riders at these stops will continue to be served by Routes 111, 167, 342, and 560.

Conclusion

Eliminating this stop pair will result in substantial time saving and increased reliability for the approximately 1,300 average weekday Route 566 riders that do not board or alight here. Sound Transit believes the impact to the 16 rides using the stops is justified to improve overall reliability for Route 566 which is both a minority and low-income route. Impacted passengers still have the option of using Route 560 that will continue to serve these stops at all times.

ADDITIONAL WEEKEND SERVICE TO AUBURN

Sound Transit would convert Route 577 to operate as Route 578 trips on Saturdays and Sundays. Current Route 578 trips would continue to serve Sumner and Puyallup, but the new Route 578 trips would end in Auburn. The change effectively doubles weekend service between Federal Way and Auburn and makes more efficient use of operator layover time. In addition, all trips would use the current 578 routing in downtown Seattle, and Sound Transit would eliminate the current weekend 577 routing via Pine Street.

Customer Impacts

Weekend riders in Auburn will benefit from a greater number of weekend 578 trips. Passengers will no longer be able to board/alight at the Pine & 4th Ave stop. However, overlapping coverage from other stops in downtown Seattle results in no change to the overall stop coverage in the area.

Table 17 shows the percentage of low-income, minority and LEP populations in the Route 577 service area as compared with the Sound Transit district overall.

AREA	LEP	LOW INCOME	MINORITY
Sound Transit District	10.1%	17.7%	38.8%
577 Current Service Area	10.1%	19.6%	42.0%
577 Extension Additional Service Area	12.0%	27.5%	44.0%
577 Extension Service Area	10.5%	21.6%	42.5%

Table 17: Title VI Populations of Routes 577/578

Maps

Maps showing percentages of minority, low-income, and LEP populations in the Route 577 service area by census tract can be found in the Appendix.

Findings

There are no adverse effects as a result of this service change. Therefore, there is no determination of disparate impact or disproportionate burden.

Conclusion

The expanded weekend service will increase the number of trips available for Auburn passengers wishing to travel to/from Federal Way and Seattle, benefiting a service area with low income and minority populations above the ST service area average.

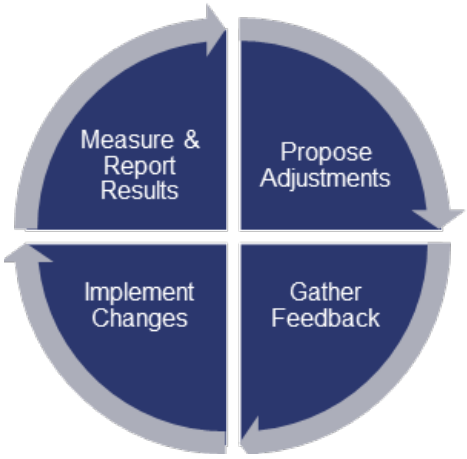
Service Quality Report

The following analysis first distinguishes routes where minority and low-income service area populations exceed the Sound Transit District average. These route classifications are then evaluated by criteria included in the board adopted Service Standards and Performance Measures document:

- On-Time Performance
- Passenger Load
- Span of Service
- Frequency
- Customer Complaints
- Trips Operated as Scheduled

Where service metrics on routes serving minority or low-income populations perform lower than non-minority or non-low-income routes or do not meet standards, strategies are identified for improving performance.

The findings from the Service Quality Monitoring analysis feed in to a cyclical process of service refinement. Results of the analysis inform proposals to adjust service, which are then vetted within the agency and the public. Service changes present the opportunity to implement improvements, which are then monitored for performance.



FINDINGS

The analysis highlighted areas within Sound Transit service that have opportunities for improvement. It was determined that routes serving minority populations greater than the district average did not perform as well in the in the following categories:

Express Bus - Minority

- On-Time Performance
- Overcrowding
- Average Headways during Peak, Base and Reduced schedule time periods

Commuter Rail - Minority

- On-Time Performance

Additionally the routes serving low-income populations greater than the district average did not perform as well in the following categories:

Express Bus - Low Income

- On-Time Performance
- Weekday and Sunday Span of Service
- Average Headways during Peak and Base schedule time periods

Standards	Minority Routes	Low Income Routes
Crowding	0.4% higher (ST Express)	None
On-Time Performance	3.7% lower (ST Express) 4.0% lower (Sounder South)	7.0% lower (ST Express)
Span of Service	None	Weekday: 1.7 hours shorter Sunday: 0.1 hours shorter (ST Express)
Frequency	Peak: 0.1 minute longer wait Base: 5 minutes longer wait Reduced: 3 minutes longer wait (ST Express)	Peak: 4 minutes longer wait Base: 5 minutes longer wait (ST Express)

Table 18: Summary of Service Quality Assessment

MINORITY ROUTES

There are 11 ST Express routes identified as serving a larger minority population than the district average.

All Sound Transit rail modes have service areas that exceed the Sound Transit district minority population. When the service area characteristics of each route are compared to the Sound Transit district, the following routes are classified as minority:

Mode	% Minority	Minority Route
ST District Average	38.8%	14
Express Bus		
510	35.8%	
511	36.1%	
512	32.6%	
513	34.9%	
522	30.3%	
532	37.2%	
535	35.4%	
540	29.3%	
541	32.9%	
542	29.4%	
545	40.2%	Yes
550	39.8%	Yes
554	38.1%	
555	34.9%	
556	30.8%	
560	53.0%	Yes
566	51.3%	Yes
567	50.3%	Yes
574	51.1%	Yes
577	42.0%	Yes
578	37.2%	
580	43.3%	Yes
586	41.3%	Yes
590	38.4%	
592	44.8%	Yes
594	44.5%	Yes
595	32.0%	
596	19.1%	
Commuter Rail		
Sounder-North	32.8%	
Sounder-South	44.6%	Yes
Light Rail		
Link	52.2%	Yes
Tacoma Link	40.7%	Yes

Table 19: Table of Minority Routes

LOW-INCOME ROUTES

Two ST Express bus routes serving Snohomish County (510 and 513) and nearly all routes serving South King and Pierce counties (560 through 596) fall under the definition of low-income. No routes serving eastern King county (522 through 556) are classified as low-income, owing to the greater general prosperity of that area.

All Sound Transit rail line service areas exceed the Sound Transit district low-income population average.

Mode	% Low Income	Low Income Route
ST District Average	17.7%	17
Express Bus		
510	20.4%	Yes
511	15.7%	
512	17.1%	
513	17.7%	Yes
522	13.4%	
532	14.7%	
535	11.6%	
540	13.6%	
541	13.9%	
542	13.6%	
545	12.5%	
550	14.0%	
554	13.2%	
555	13.5%	
556	14.5%	
560	19.0%	Yes
566	19.4%	Yes
567	17.0%	
574	27.0%	Yes
577	19.6%	Yes
578	20.2%	Yes
580	26.1%	Yes
586	30.1%	Yes
590	24.7%	Yes
592	25.5%	Yes
594	27.1%	Yes
595	19.3%	Yes
596	13.7%	
Commuter Rail		
Sounder-North	17.7%	Yes
Sounder-South	22.1%	Yes
Light Rail		
Link	23.3%	Yes
Tacoma Link	34.6%	Yes

Table 20: Table of Low Income Routes

ON-TIME PERFORMANCE

Findings

- On-time performance was lower for minority routes of ST Express (3.7%) and Sounder (4.0%), resulting in a determination of a disparate impact for this category.
- Similar to the findings of minority routes, on-time performance was worse for low-income routes compared to non-low-income ST Express routes by 7.0% resulting in a disproportionate burden. Poor on-time performance can be partly caused by routes that depend on timed connections, such as Sounder connectors 567, 580 and 596. However the primary cause of poor on-time performance is due to Sound Transit Express routes operating on public roadways. As a result, travel speed and reliability are primarily influenced by variables beyond Sound Transit's control, such as construction projects, job growth, population growth, and social/technological changes (transportation network companies, intelligent transportation systems).
- Of 28 ST Express routes 16 fell below the on-time performance standard of 85%. Of those that fell below the standard, one is considered minority but not low-income (567), three are considered low-income-only (578, 590, and 595), eight are considered both minority and low-income (560, 566, 574, 577, 580, 586, 592, 594) and four are considered neither minority nor low-income (540, 555, 556, 596). The Sounder South line, a minority and low-income route, was 92.1% on-time compared to the commuter rail standard of 95%.
- Much of the Puget Sound region's recent job growth has occurred in the Seattle/Bellevue/Renton urban areas while much of the affordable housing growth occurred in south King and Pierce counties. This vigorous economic growth and jobs-housing imbalance has fueled an overall increase in travel delay on roadways. In order to quantify evolving road conditions, the Washington State Department of Transportation (WSDOT) Corridor Capacity report publishes travel time changes for both general purpose and High Occupancy Vehicle (HOV) lanes on limited access highways in the state every year. One significant finding is that transit travel time in HOV lanes on I-5 and I-405 South is not appreciably faster than general purpose lanes. Figure 17 illustrates HOV reliability trends from 2013 to 2017.
- The I-5 corridor within Pierce and South King counties has experienced a rapid and acute increase in traffic congestion due to sharp rises in traffic volumes (during both peak and non-peak time periods) and construction projects. This corridor is traveled by with multiple ST Express routes that fall under the minority classification. Figure 18 illustrates that this is a significant contributor to delay for Routes 574, 586, 590, 592, 594, and 595, all of which performed below the 85% on-time standard in 2018.

High occupancy vehicle lane speed and reliability performance on major central Puget Sound corridors
2013 through 2017; Goal is to maintain 45 mph for 90% of peak hour; Percent of peak hour goal was met

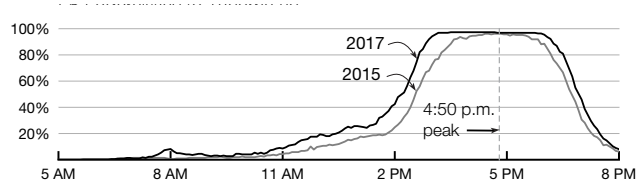
Commute routes	2013	2014	2015	2016	2017	Commute routes	2013	2014	2015	2016	2017
Morning commutes						**Evening commutes**					
I-5, Everett to Seattle SB	42%	28%	26%	19%	**18%**	I-5, Seattle to Everett NB	66%	46%	36%	21%	**12%**
I-5, Federal Way to Seattle NB	43%	30%	18%	18%	**15%**	I-5, Seattle to Federal Way SB	53%	40%	32%	21%	**19%**
I-405, Tukwila to Bellevue NB	65%	35%	26%	24%	**22%**	I-405, Bellevue to Tukwila SB	41%	26%	21%	18%	**14%**
I-90, Issaquah to Seattle WB[1]	100%	98%	98%	97%	**89%**	I-90, Seattle to Issaquah EB[1]	99%	100%	99%	97%	**94%**
SR 520, Redmond to Bellevue WB	50%	44%	63%	61%	**50%**	SR 520, Bellevue to Redmond EB	52%	52%	73%	71%	**65%**

Data source: WSDOT Multimodal Planning Division.

Figure 36 : HOV Lane Reliability by Corridor, WSDOT 2018

Mitigation

- ST Express: Confronted with degradation in travel speeds for HOV and general purpose lanes, Sound Transit made substantial increases in run times for the September 2017 service change, adding about 15,000 hours to address reliability improvements.
    - Based on 2018 observations additional resources need to be directed at ensuring scheduled travel times more accurately reflect current traffic conditions. Minority and low-income routes with the lowest performance will receive the greatest consideration for adjustments and additional and/or reallocated resources. These improvements to timetables will result in minor service changes.
    - The findings from the 2018 Corridor Capacity report also highlight the importance of continually monitoring performance of HOV lanes and making policy adjustments where appropriate in order to maintain reliable travel times during peak periods. Sound Transit, WSDOT and its partners are working together to identify bottlenecks where capital improvements can be made in order to allow Bus On Shoulder (BOS) operations.



Data sources and analysis: WSDOT Multimodal Planning Division and WSDOT Office of Strategic Assessment and Performance Analysis.

- Sounder: Sound Transit leases track space from BNSF railroad, giving it greater control over on-time performance relative to public roadways. Yet freight traffic, grade-level crossings, maintenance issues and police activity near or around the rail line all contribute toward reduced travel time reliability on the Sounder South line. Improving travel time reliability will continue to be a focus with Sound Transit and its operating partners by developing opportunities to streamline service, reduce trespassing, and make schedule adjustments.

PASSENGER LOAD

Findings

- Overcrowding was higher for minority routes of ST Express by 0.4%, resulting in a determination of a disparate impact for this category.
- Low-income routes experienced less overcrowding than their non-low-income peers by 0.6%.
- While the Sound Transit overcrowding standard is relatively strict at 0.0% across all modes, crowding rates greater than 1.0% on Link, Tacoma Link, 545, 550, and 580 do indicate that some overcrowding occurred on a regular basis.

Mitigation

- ST Express: In March 2019, Route 550 experienced a drop in ridership relating to the closure of the Downtown Seattle Transit Tunnel to buses. Also in June 2018, trips were added to the Route 580 schedule to alleviate overcrowding and better match demand patterns. Sound Transit is closely monitoring these changes in order to establish whether additional corrective actions need to be taken. Trips will be added or scheduled adjustments made to Route 545 in March 2020 in an effort to alleviate overcrowding. For other routes, Sound Transit will work closely and continuously with operating partners to assign higher capacity vehicles to trips where they are most needed. Operating partners use automatic passenger counter data, field reports, and customer comments to identify trips where higher capacity vehicles are most needed.

- Sounder: Overloading is most likely to occur during service disruptions, such as when trip cancellations divert passengers onto remaining trips. Because Sounder is peak-oriented and limited in train car and track capacity, there is limited ability to expand peak service and enhance system redundancy. Looking ahead, the ballot measure passed in 2016 called "ST3" includes funding for extending station platforms to facilitate 10-car trains.
- Link: While overcrowding occurs most frequently on Link, there is limited ability to address the situation due to constraints of the existing light rail fleet size. However, the commencement of operations for the Northgate Link extension in 2021 will allow for the operation of four-car trainsets compared to the two- and three-car trainsets that operated in 2018. This will significantly increase the seating capacity available to passengers. Tacoma Link overcrowding is primarily tied to special events at the Tacoma Dome and University of Washington class schedules. When the Tacoma Link extension opens in 2022, peak headways will improve to 10 minutes compared to 12 minutes in 2018. This will result in one additional train car per hour per direction.

FREQUENCY

Findings

- Average headways for Peak, Base, and Reduced time periods on minority routes were longer than their non-minority counterparts on ST Express by about 0.1 minute (~6 seconds), 5 minutes, and 3 minutes, respectively. This means that average wait time for a passenger randomly arriving at a stop for a minority route would be longer, resulting in a disparate impact.
- Average headway of service was longer for low-income routes than non-low-income routes during Peak and Base time periods by about 4 minutes and 5 minutes, respectively. This results in a disproportionate burden.

Mitigation

Sound Transit is planning a major restructure in 2021 with the opening of Northgate Link Extension. The restructure will be focused on ST Express service and will include I-5 North, SR-522, and I-5 South corridors. Sound Transit will closely monitor passenger demand and work to match schedule frequency accordingly, especially during off-peak periods when headways (and therefore average wait times) tend to be longer.

SPAN OF SERVICE

Findings

- The average span of service was higher for minority routes across all day types.
- Average span length for low-income routes was shorter on Weekdays by 1.7 hours and Sundays by 6 minutes compared to non-low-income routes. This resulted in a disproportionate burden.
- Eight low-income routes (510, 513, 577, 580, 586, 590, 592, and 595) operate mainly during peak periods, driving down the average span length overall. Most of these routes operate in corridors with a complimentary all-day route to cover a larger span of service.
- Four of the seven all-day low-income routes have weekday service spans exceeding 18 hours. ST Express routes which serve Sea-Tac International airport (560, 574) have the longest spans due to the 24-hour operational nature of this important regional employment center.

Mitigation

Sound Transit is planning a major restructure in 2021 with the opening of Northgate Link Extension. The restructure will be focused on ST Express service and will include I-5 North, SR-522, and I-5 South corridors. Sound Transit will closely monitor passenger demand and work to match service span accordingly. Particular attention will be placed on earlier and later trips in order to expand the utility of the system for passengers.

CUSTOMER COMPLAINTS

Findings

Average customer complaint rates were lower for minority (by 2.8%) and low-income routes (by 3.1%).

Mitigation

No mitigation is necessary for this measure.

POLICIES

Sound Transit is developing equity policies on Vehicle Assignment and Distribution of Transit Amenities. Once adopted in 2020, monitoring of these policies will occur on an annual basis and be incorporated into service adjustments where appropriate. Prior to the adoption of these policies, the agency performed a Title VI Service Quality Monitoring analysis based on 2018 data in order to establish a baseline understanding of the existing conditions.

DISTRIBUTION OF TRANSIT AMENITIES

Findings

- The combined service area of all stops and stations served by all modes covers 86.6% of the total population, 87.5% of the minority population, and 87.4% of the low-income population in the Sound Transit district.
- All facilities owned and/or by Sound Transit offer weather protection and schedule/wayfinding information.
- Facilities served by Sound Transit that are owned by other agencies may not offer weather protection schedule/wayfinding information in every instance.

Mitigation

Sound Transit is developing a clearer standard for defining “higher ridership stops” and working with partners on providing additional amenities where appropriate.

TRIPS OPERATED AS SCHEDULED

Findings

For all modes, minority routes were just as likely or more likely to operate as scheduled in 2018.

For all modes, low-income routes were just as likely or more likely to operate as scheduled in 2018.

Mitigation

No mitigation is necessary for this measure.

VEHICLE ASSIGNMENT

Findings

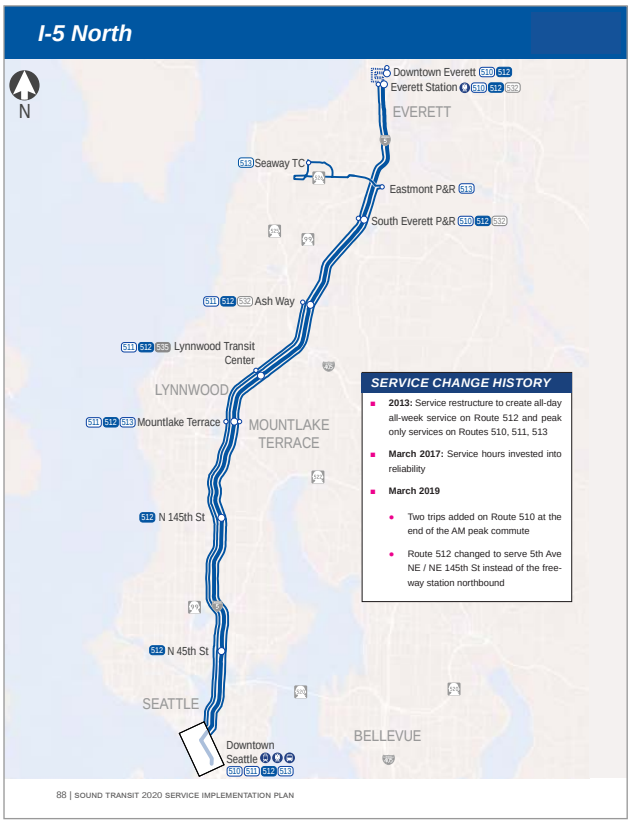
- In 2018, Community Transit had the youngest fleet at an average age of 4.8 years. King County Metro had the oldest fleet average at 8.2 years, and Pierce Transit had second-youngest fleet average at 6.8 years.
- Community Transit operated no minority routes, King County Metro operated two minority routes and Pierce Transit operated the most minority routes among ST Express partners (nine).
- Community Transit operated two low-income routes, King County Metro operated no low-income routes, and Pierce Transit operated the most low-income routes among ST Express partners (11).

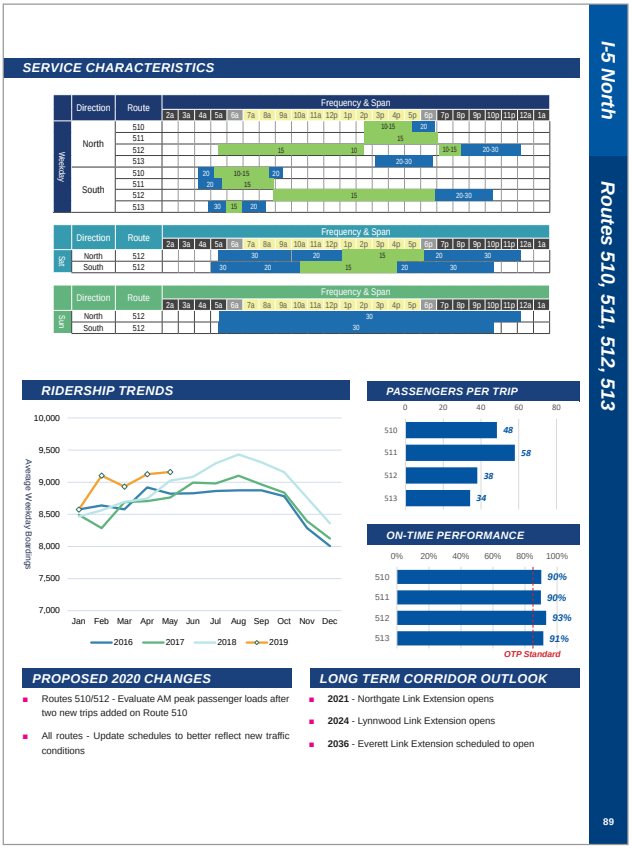
Mitigation

- Sound Transit intends to adopt a vehicle age policy and oversight plan that will formalize the targets established by industry best practices and clarify the process for ensuring the equitable distribution of new procurements.
- Pierce Transit is next on the list for fleet refreshment. The operating agency will receive 22 new vehicles in 2021, with more to follow in subsequent years, with the goal of balancing out the fleet ages for each operating partner.

ROUTE PROFILES

Interpreting the detailed data


I-5 North
N
Downtown Everett 510 512
Everett Station 510 512 532
EVERETT
513 Seaway TC
Eastmont P&R 513
South Everett P&R 510 512 532
510 512 532 Ash Way
510 512 532 Lynnwood Transit Center
LYNNWOOD
511 512 513 Mountlake Terrace
MOUNTLAKE TERRACE
512 N 145th St
513 N 45th St
SEATTLE
BELLEVUE
Downtown Seattle 510 511 512 513
SERVICE CHANGE HISTORY
2013: Service restructure to create all-day all-week service on Route 512 and peak only services on Routes 510, 511, 513
March 2017: Service hours invested into reliability
March 2019
Two trips added on Route 510 at the end of the AM peak commute
Route 512 changed to serve 5th Ave NE / NE 145th St instead of the free-way station northbound



Corridor

Identifies the corridor being profiled.

Corridor Map

Illustrates the primary alignment of each route on the corridor and calls out timepoint stops. Many routes have more stops, although for clarity only timepoints are labelled.

Routes labelled in colored boxes serve the corridor all day and all week, while routes labelled in white boxes serve the corridor only part time. Those routes in grey boxes are part of different corridors.

Key performance indicators

For each route in the corridor, shows:

- Average total daily boardings for weekdays, Saturdays, and Sundays
- On-time performance, showing the percentage of trips operating on time, as defined by the Service Standards
- Average passengers per trip for weekdays.

Service Levels

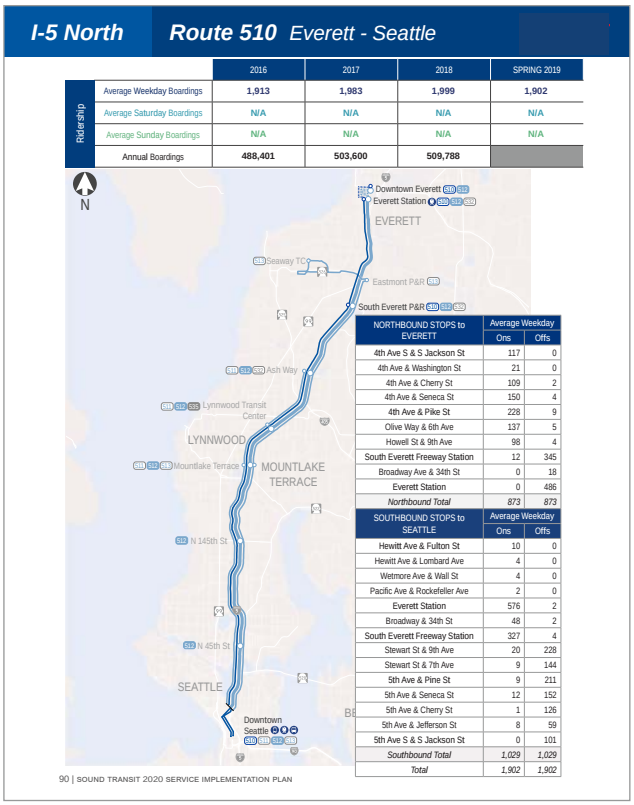
This diagram gives a glimpse of how often buses and trains arrive on the corridor by day of week and direction and how long service runs. It is not route-specific.

Service frequency, how often service arrives, is grouped into four categories define in the table below. Generally, the more often transit arrives the more spontaneously customers will use the service without referencing a schedule. Frequent service also reduces wait times for customers.

SERVICE FREQUENCY

Buses and trains arrive every:

Very Frequent	Less than 10 minutes
Frequent	10 to 20 minutes
Moderate	21 to 30 minutes
Minimum	31 to 60 minutes



I-5 North **Route 510** *Everett - Seattle*

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	1,913	1,983	1,999	1,902
Average Saturday Boardings	N/A	N/A	N/A	N/A
Average Sunday Boardings	N/A	N/A	N/A	N/A
Annual Boardings	488,401	503,600	509,788	

NORTHBOUND STOPS to EVERETT	Average Weekday Ons	Offs
4th Ave S & S Jackson St	117	0
4th Ave & Washington St	21	0
4th Ave & Cherry St	109	2
4th Ave & Seneca St	150	4
4th Ave & Pike St	228	9
Olive Way & 6th Ave	137	5
Howell St & 9th Ave	98	4
South Everett Freeway Station	12	345
Broadway Ave & 34th St	0	18
Everett Station	0	486
Northbound Total	*873*	*873*

SOUTHBOUND STOPS to SEATTLE	Average Weekday Ons	Offs
Hewitt Ave & Fulton St	10	0
Hewitt Ave & Lombard Ave	4	0
Wetmore Ave & Wall St	4	0
Pacific Ave & Rockefeller Ave	2	0
Everett Station	576	2
Broadway & 34th St	48	2
South Everett Freeway Station	327	4
Stewart St & 9th Ave	20	228
Stewart St & 7th Ave	9	144
5th Ave & Pine St	9	211
5th Ave & Seneca St	12	152
5th Ave & Cherry St	1	126
5th Ave & Jefferson St	8	59
5th Ave S & S Jackson St	0	101
Southbound Total	*1,029*	*1,029*
Total	*1,902*	*1,902*

Three-Year Ridership Trends

Graphs display average boardings on weekdays, Saturdays, and Sundays for each of the past three years. Ridership trends are shaped by service modifications or changes in demand.

Route Map

Illustrates the primary alignment of the route in the context of the greater corridor. Timepoint stops are called out and other stops are marked with white dots though not labelled.

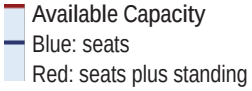
Stop-Level Ridership

Average weekday boardings and alightings are shown for each stop for each direction of the route. Timepoint stops are in bold and correspond with the stops shown on the route map above.

Individual Trip Ridership & Passenger Load Graphs

Each graph illustrates the average ridership and maximum passenger load of the route by individual trip for both directions of the service.

Available Capacity



Available Capacity
Blue: seats
Red: seats plus standing

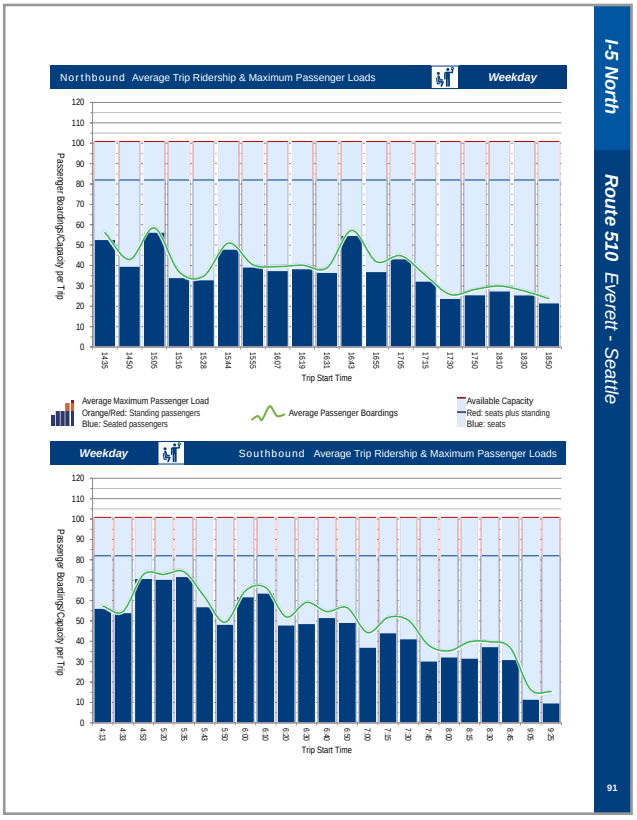
The light blue bars show total available capacity for each trip, both seated and standing passengers. The capacity shown is based on the vehicle scheduled to operate the individual trip, which may vary by trip. The number of standing passengers is defined based on the service standards.

Average Maximum Passenger Load

Average Maximum Passenger Load
Blue: Seated passengers
Orange/Red: standing passengers

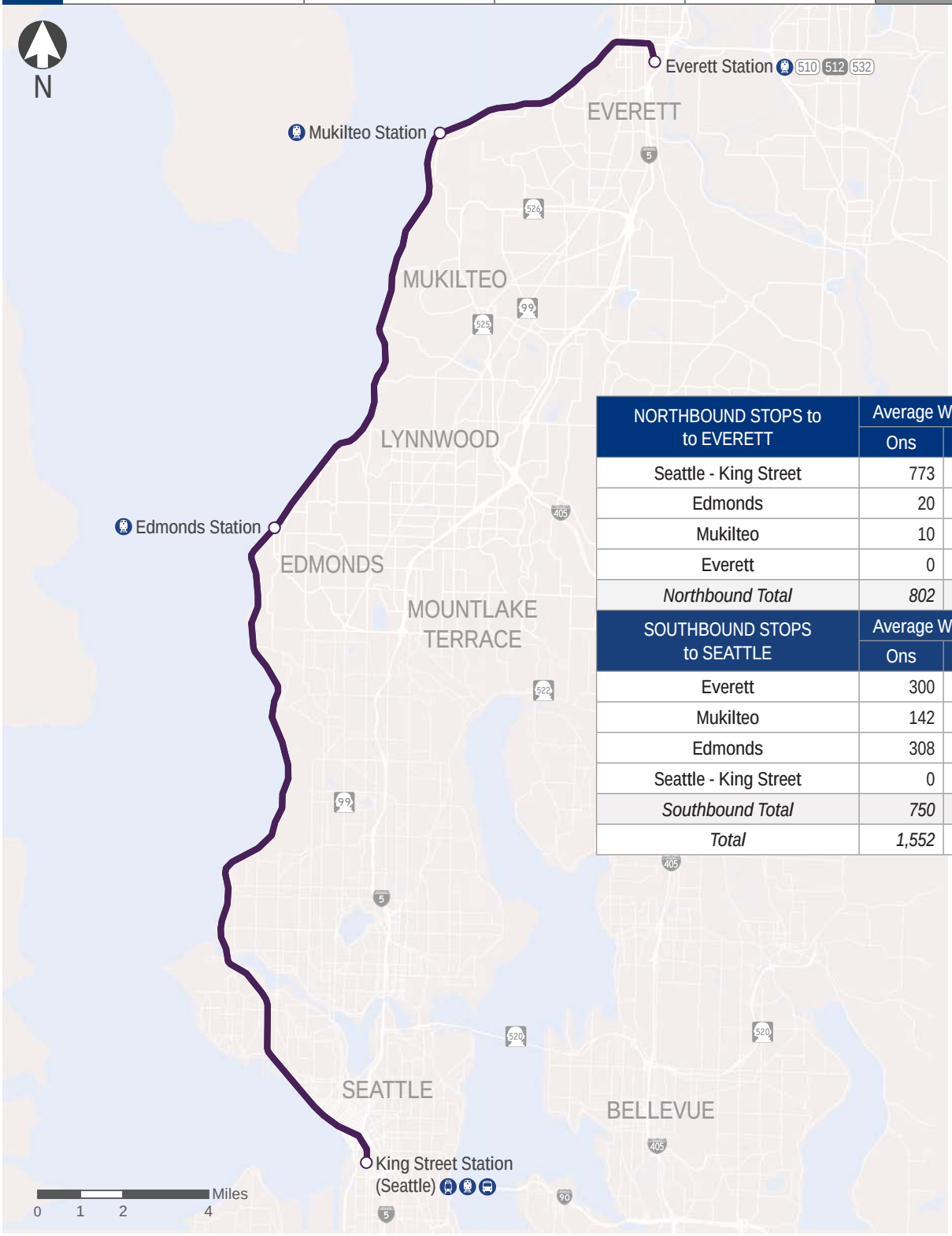
Colored bars show the Average Maximum Passenger Load for each trip that the route operates. This is the point in the trip where the number of passengers on the transit vehicle at a specific point was the highest. Blue are seated passengers, while orange and red show standing passengers, with red exceeding a target standing load.

Standing loads are a normal occurrence on a healthy transit system, including Sound Transit, and are not a sole cause for immediate action. Sound Transit continually monitors service and uses the service standards to identify crowding conditions. The agency uses several service management tools to reduce overcrowding as the budget allows, including: schedule adjustments to balance loads, assigning larger buses or longer train consists, and adding additional trips.



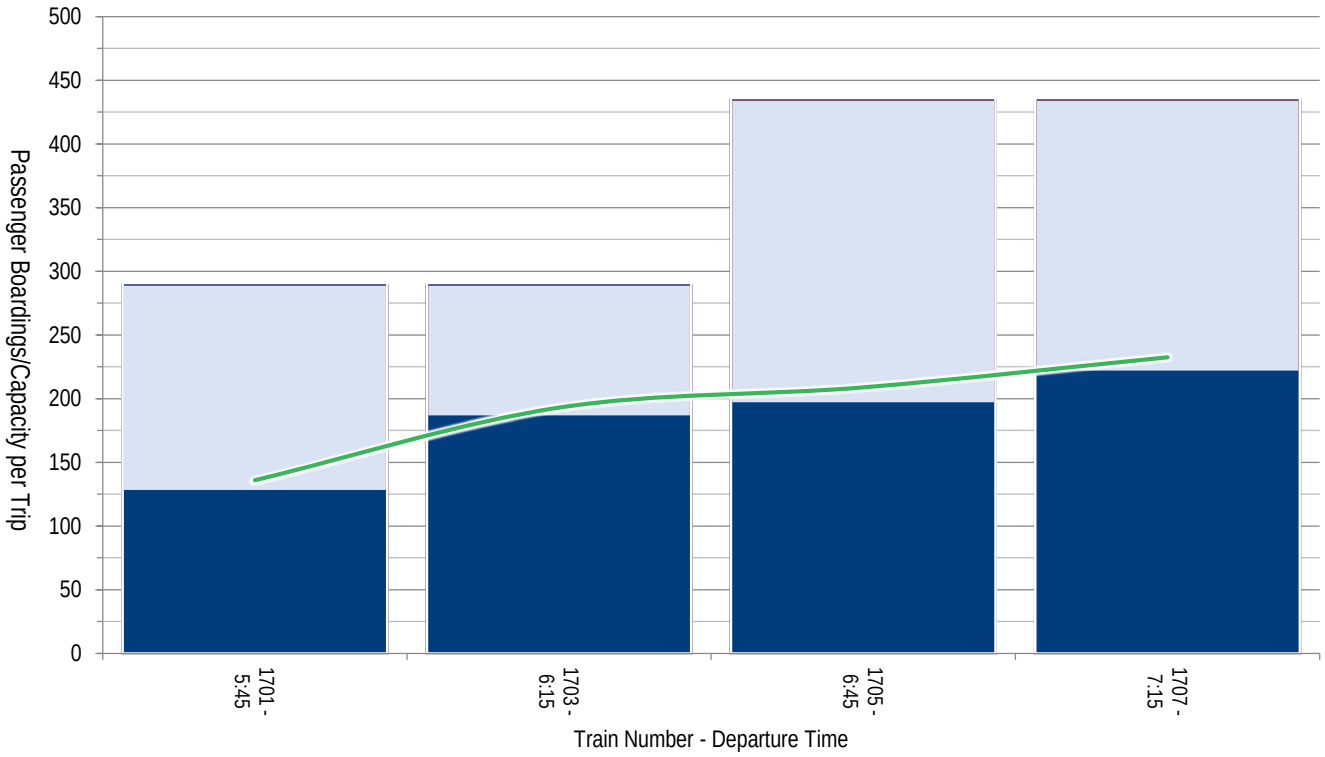
Sounder North Everett - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	1,757	1,728	1,625	1,552
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	392,193	463,152	453,004	



NORTHBOUND STOPS to to EVERETT	Average Weekday	
	Ons	Offs
Seattle - King Street	773	0
Edmonds	20	387
Mukilteo	10	175
Everett	0	240
Northbound Total	*802*	*802*
SOUTHBOUND STOPS to SEATTLE	**Average Weekday**	
	Ons	Offs
Everett	300	0
Mukilteo	142	13
Edmonds	308	23
Seattle - King Street	0	713
Southbound Total	*750*	*750*
Total	*1,552*	*1,552*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

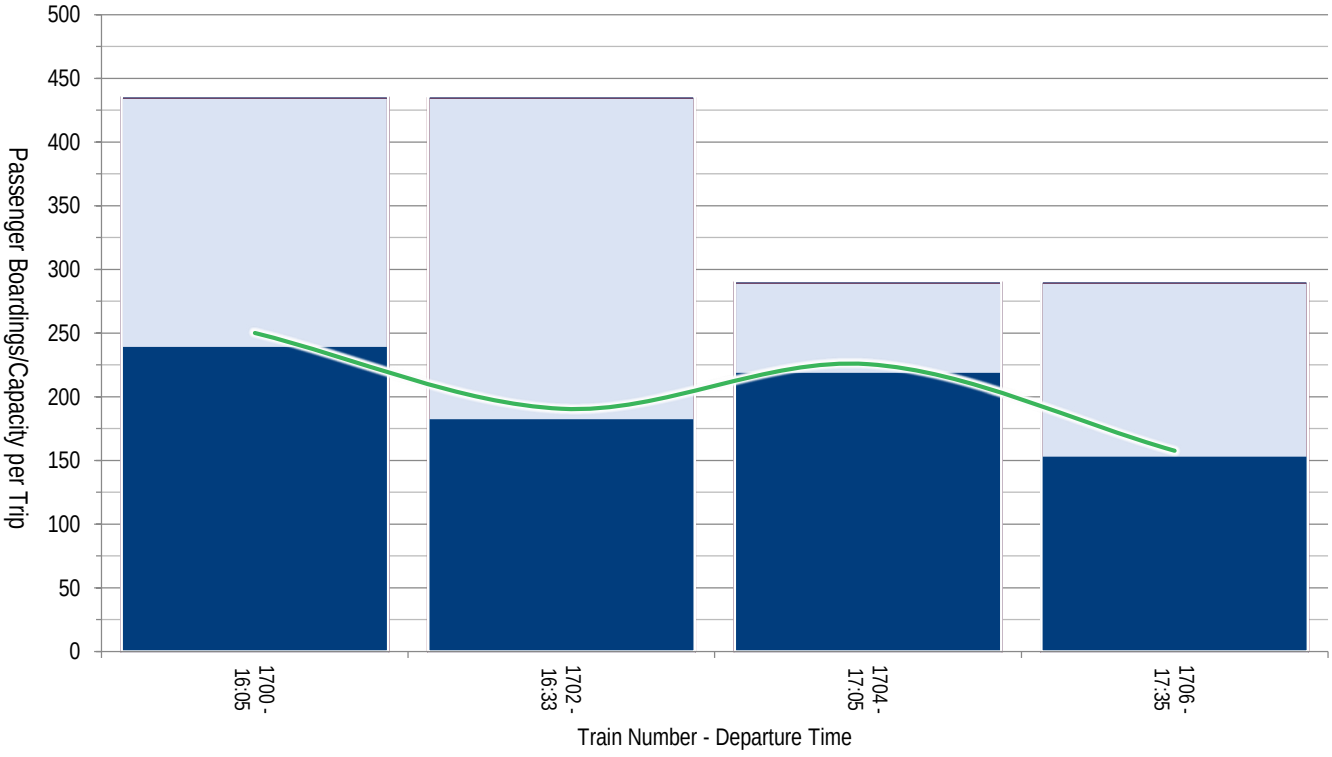


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads

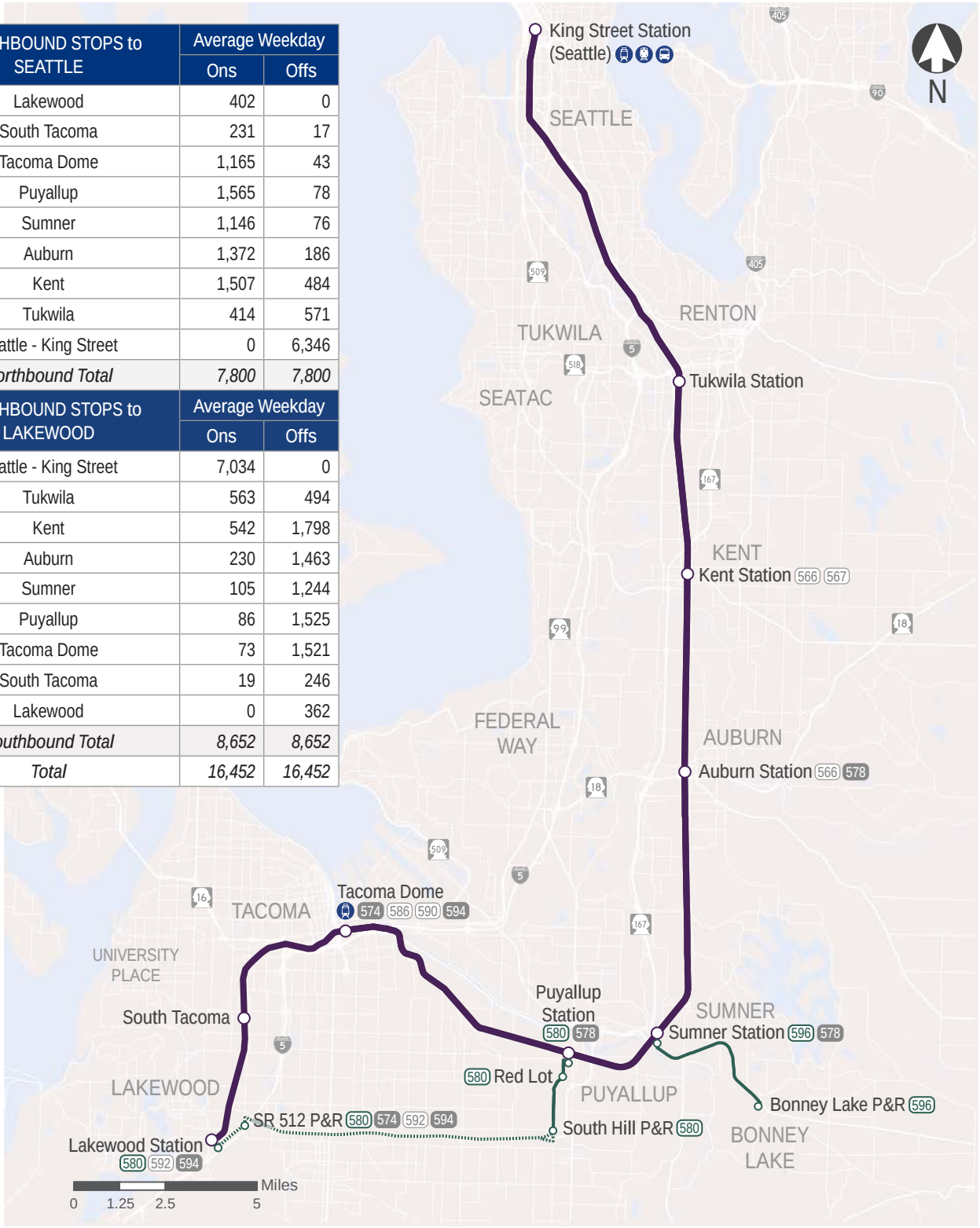


Sounder

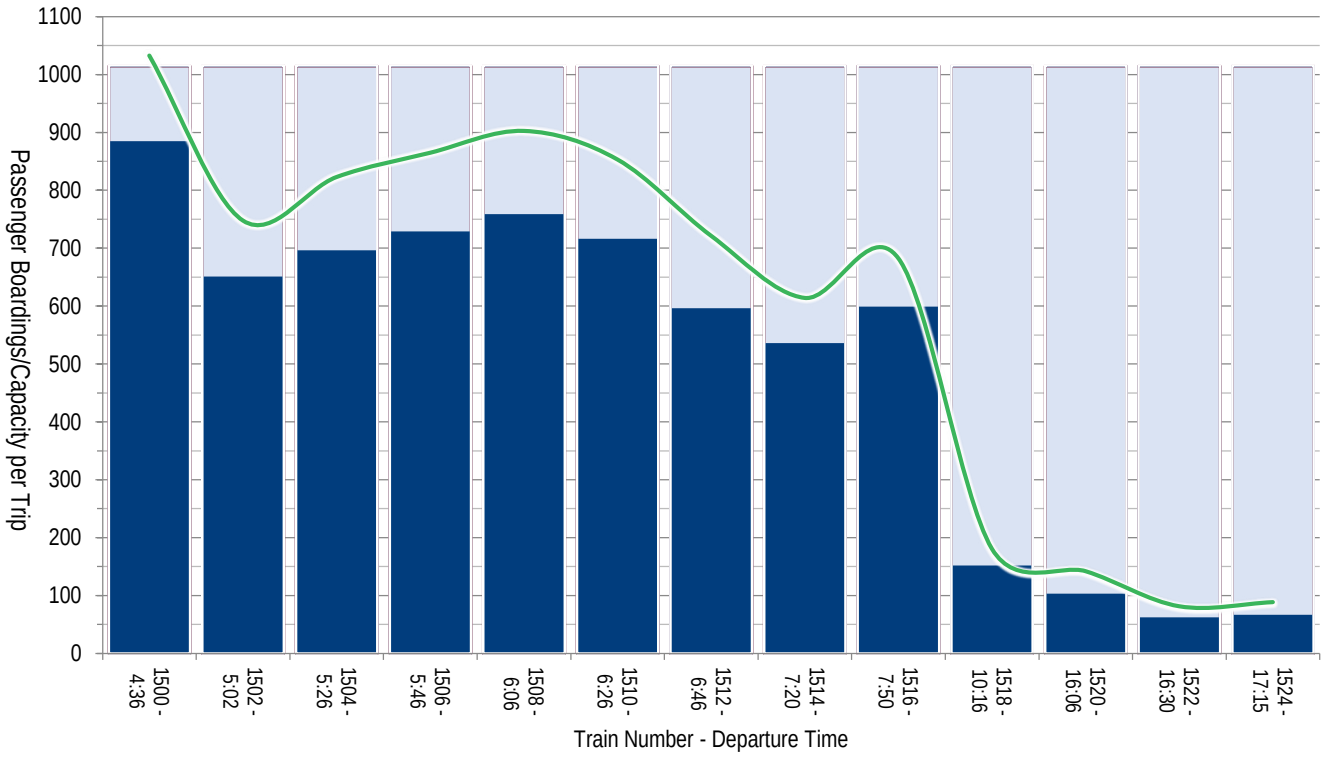
South Lakewood - Tacoma - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	**14,940**	**15,536**	**16,222**	**16,452**
	Average Saturday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Average Sunday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Annual Boardings	**3,848,961**	**3,984,610**	**4,177,475**	

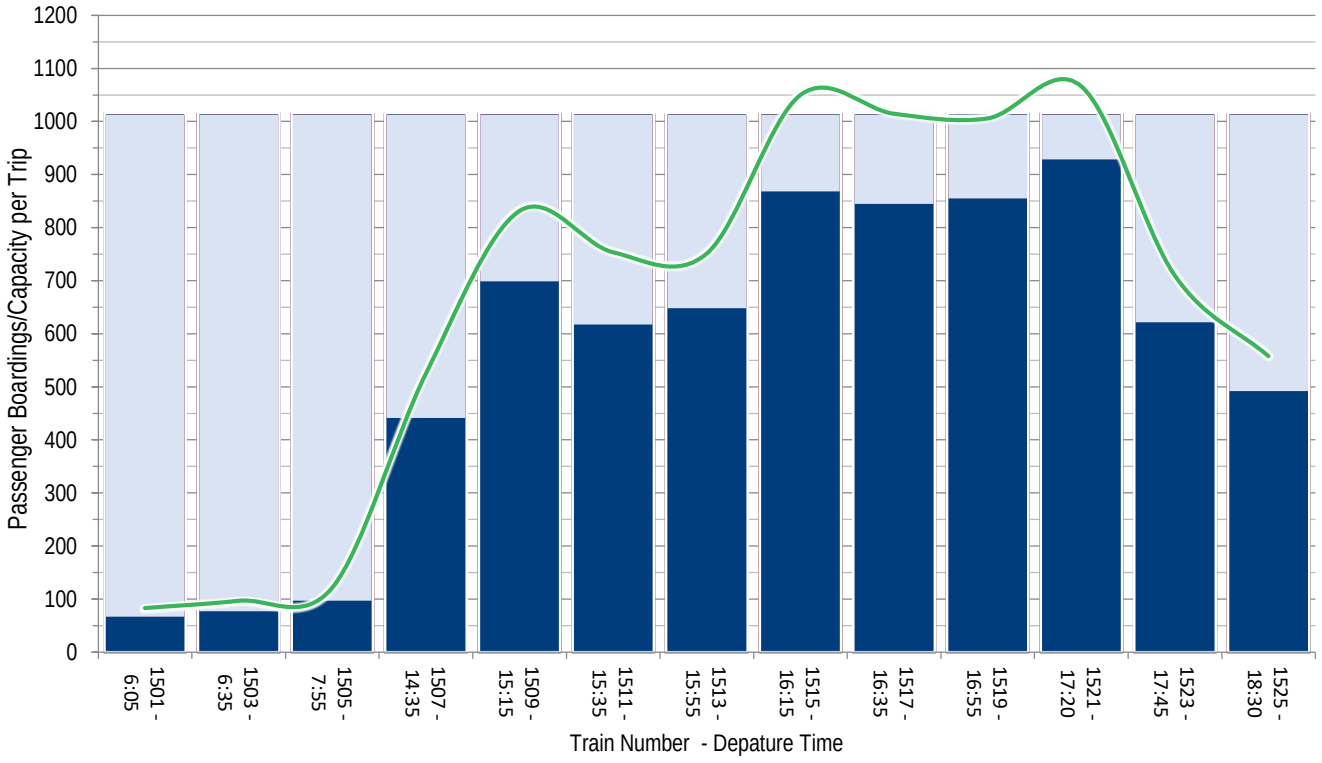
NORTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Lakewood	402	0
South Tacoma	231	17
Tacoma Dome	1,165	43
Puyallup	1,565	78
Sumner	1,146	76
Auburn	1,372	186
Kent	1,507	484
Tukwila	414	571
Seattle - King Street	0	6,346
Northbound Total	*7,800*	*7,800*
SOUTHBOUND STOPS to LAKEWOOD	**Average Weekday**	
	Ons	Offs
Seattle - King Street	7,034	0
Tukwila	563	494
Kent	542	1,798
Auburn	230	1,463
Sumner	105	1,244
Puyallup	86	1,525
Tacoma Dome	73	1,521
South Tacoma	19	246
Lakewood	0	362
Southbound Total	*8,652*	*8,652*
Total	*16,452*	*16,452*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



Weekday Southbound Average Trip Ridership & Maximum Passenger Loads

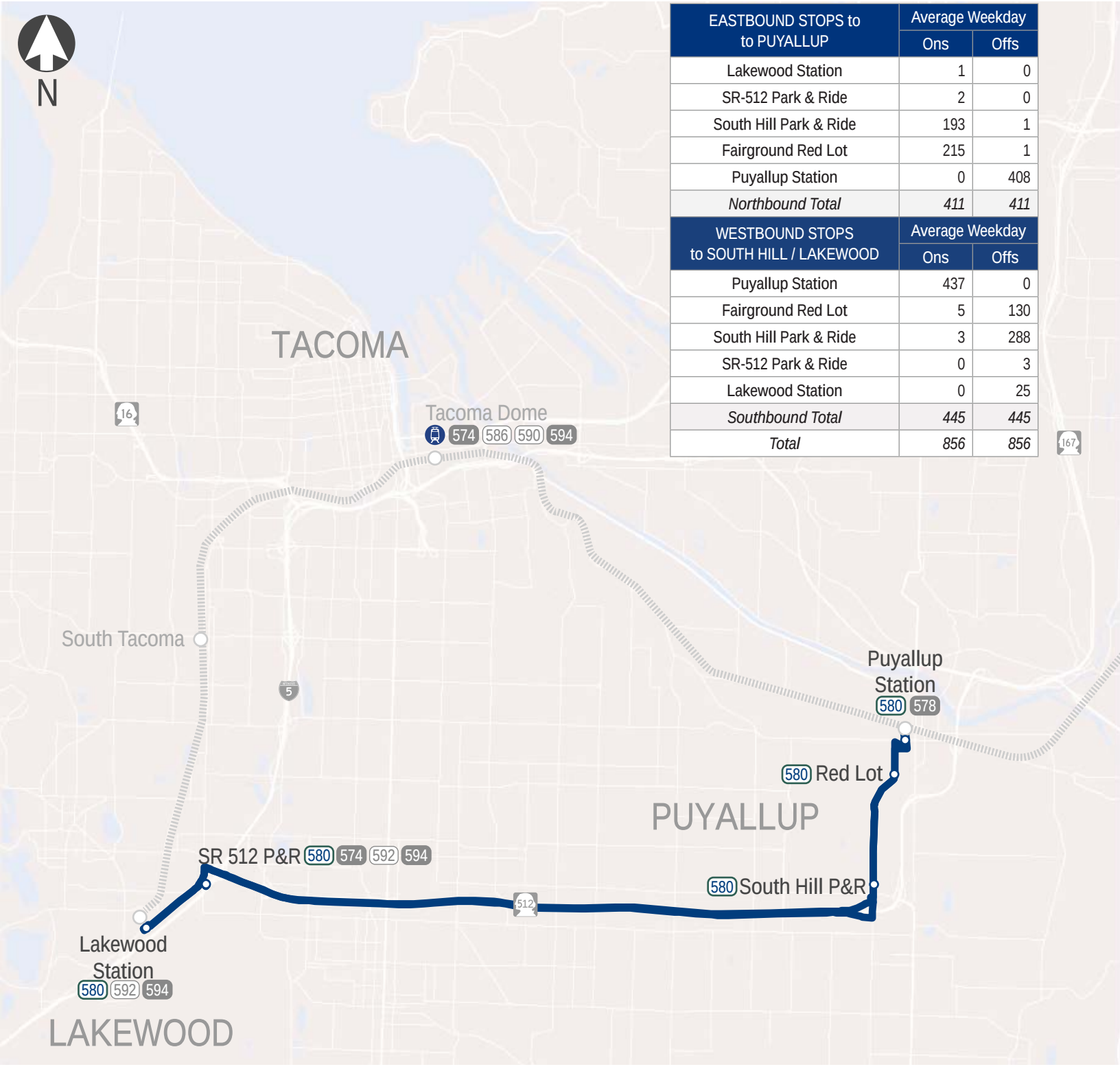


Sounder Connector

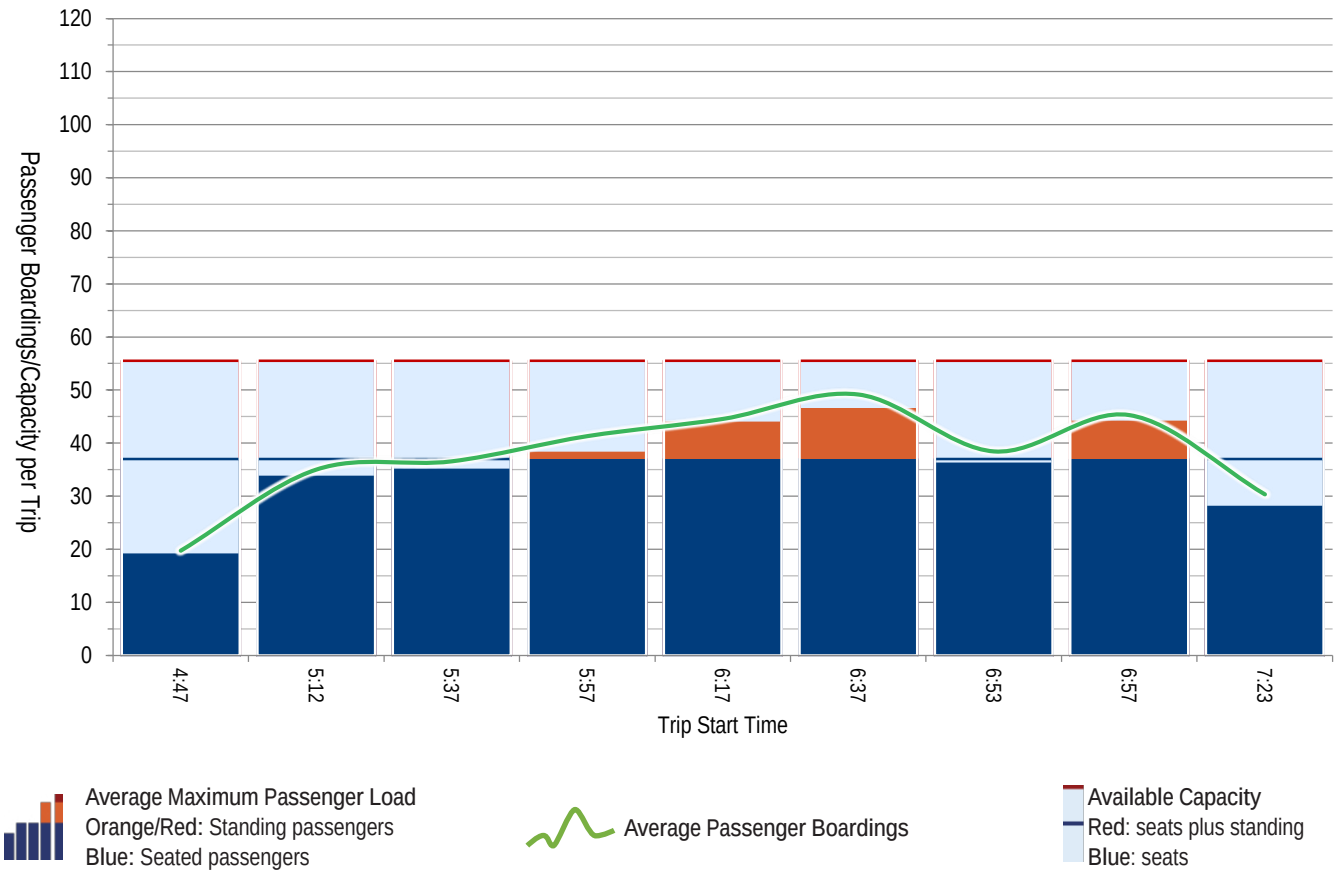
Route 580 Lakewood - South Hill - Puyallup

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	489	621	777	856
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	124,657	157,820	198,152	

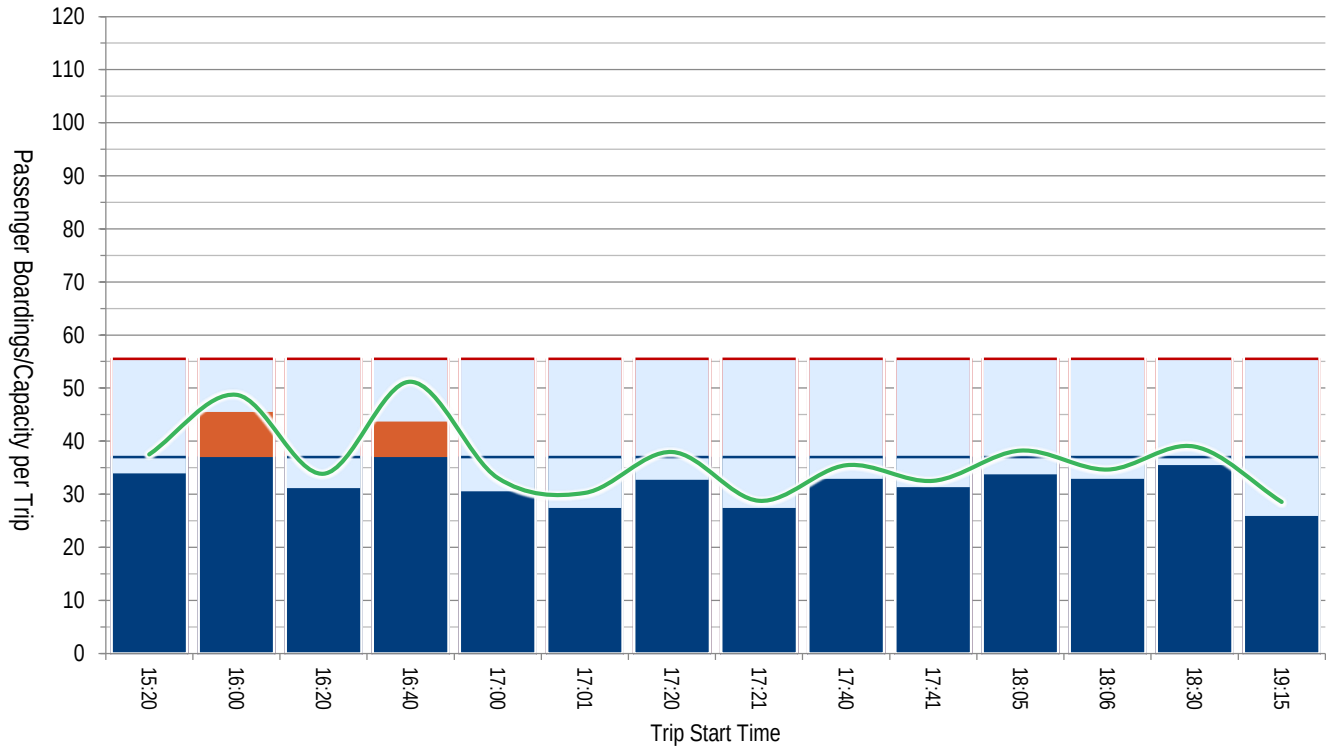
EASTBOUND STOPS to to PUYALLUP	Average Weekday	
	Ons	Offs
Lakewood Station	1	0
SR-512 Park & Ride	2	0
South Hill Park & Ride	193	1
Fairground Red Lot	215	1
Puyallup Station	0	408
Northbound Total	*411*	*411*
WESTBOUND STOPS to SOUTH HILL / LAKEWOOD	**Average Weekday**	
	Ons	Offs
Puyallup Station	437	0
Fairground Red Lot	5	130
South Hill Park & Ride	3	288
SR-512 Park & Ride	0	3
Lakewood Station	0	25
Southbound Total	*445*	*445*
Total	*856*	*856*



Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday



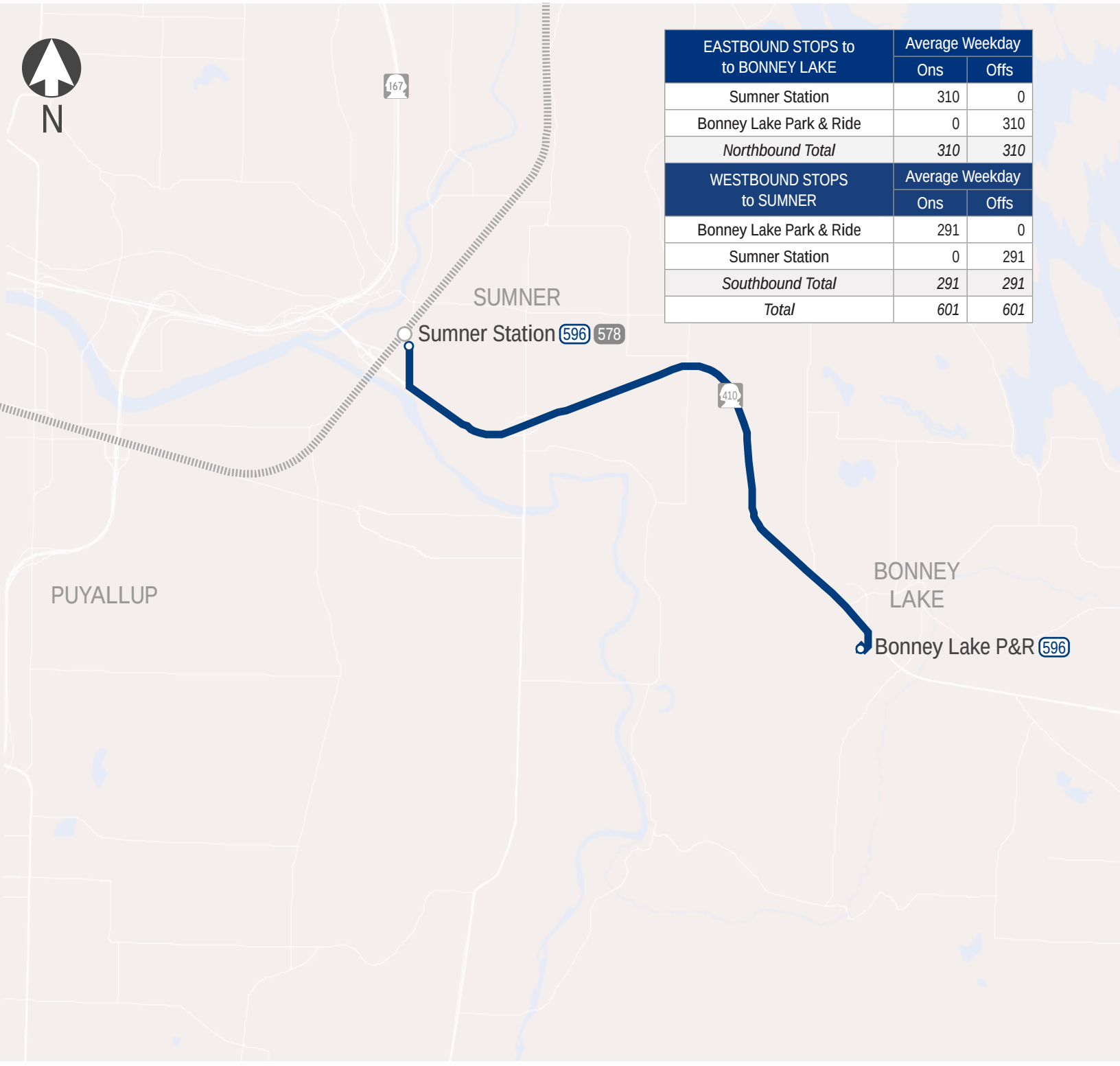
Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



Sounder Connector

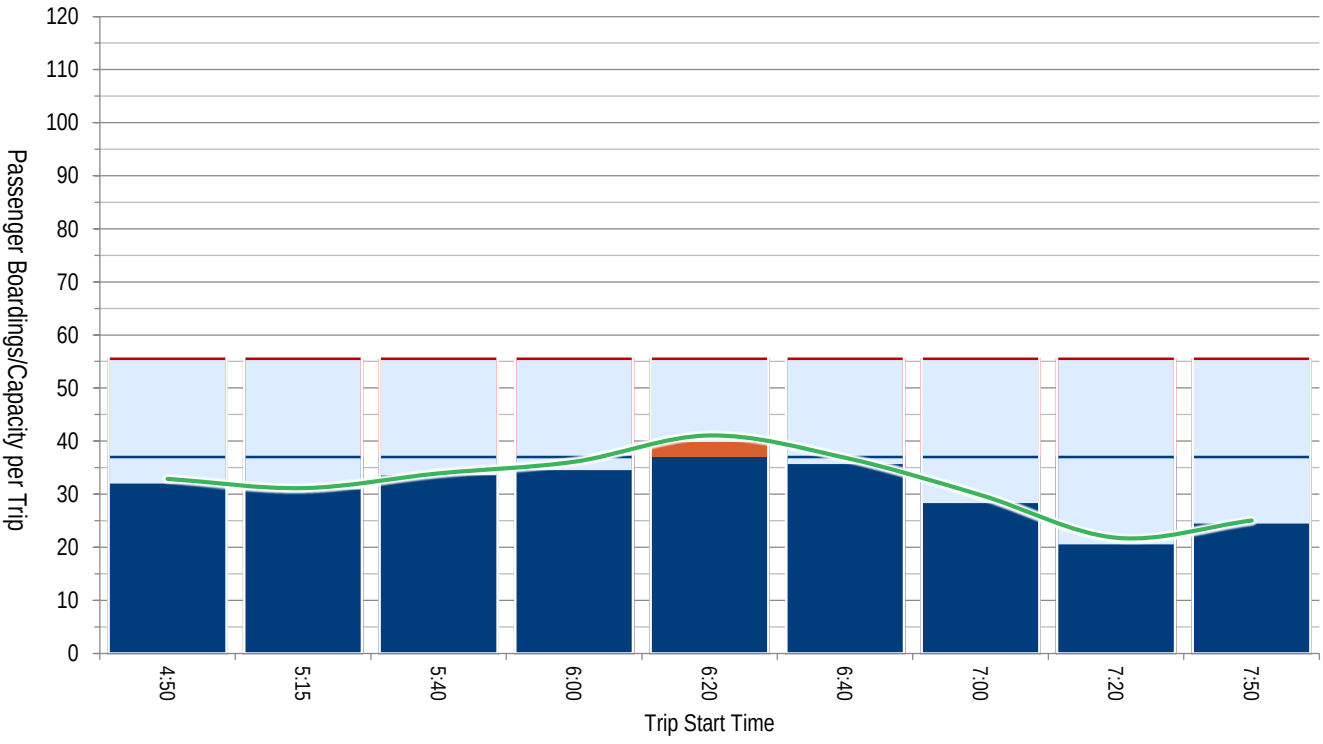
Route 596 Bonney Lake - Sumner

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	478	493	586	601
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	121,821	125,247	149,512	



EASTBOUND STOPS to to BONNEY LAKE	Average Weekday	
	Ons	Offs
Sumner Station	310	0
Bonney Lake Park & Ride	0	310
Northbound Total	*310*	*310*
WESTBOUND STOPS to SUMNER	**Average Weekday**	
	Ons	Offs
Bonney Lake Park & Ride	291	0
Sumner Station	0	291
Southbound Total	*291*	*291*
Total	*601*	*601*

Westbound Average Trip Ridership & Maximum Passenger Loads — Weekday

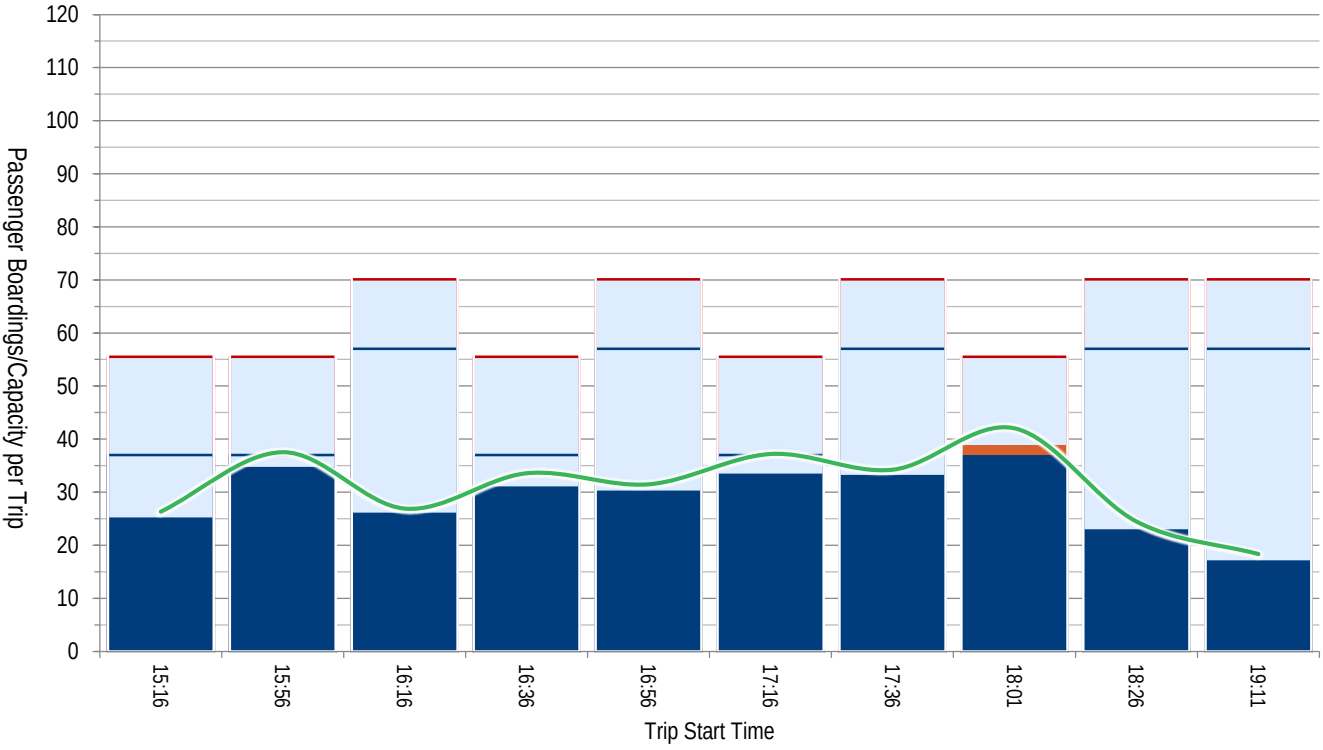


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

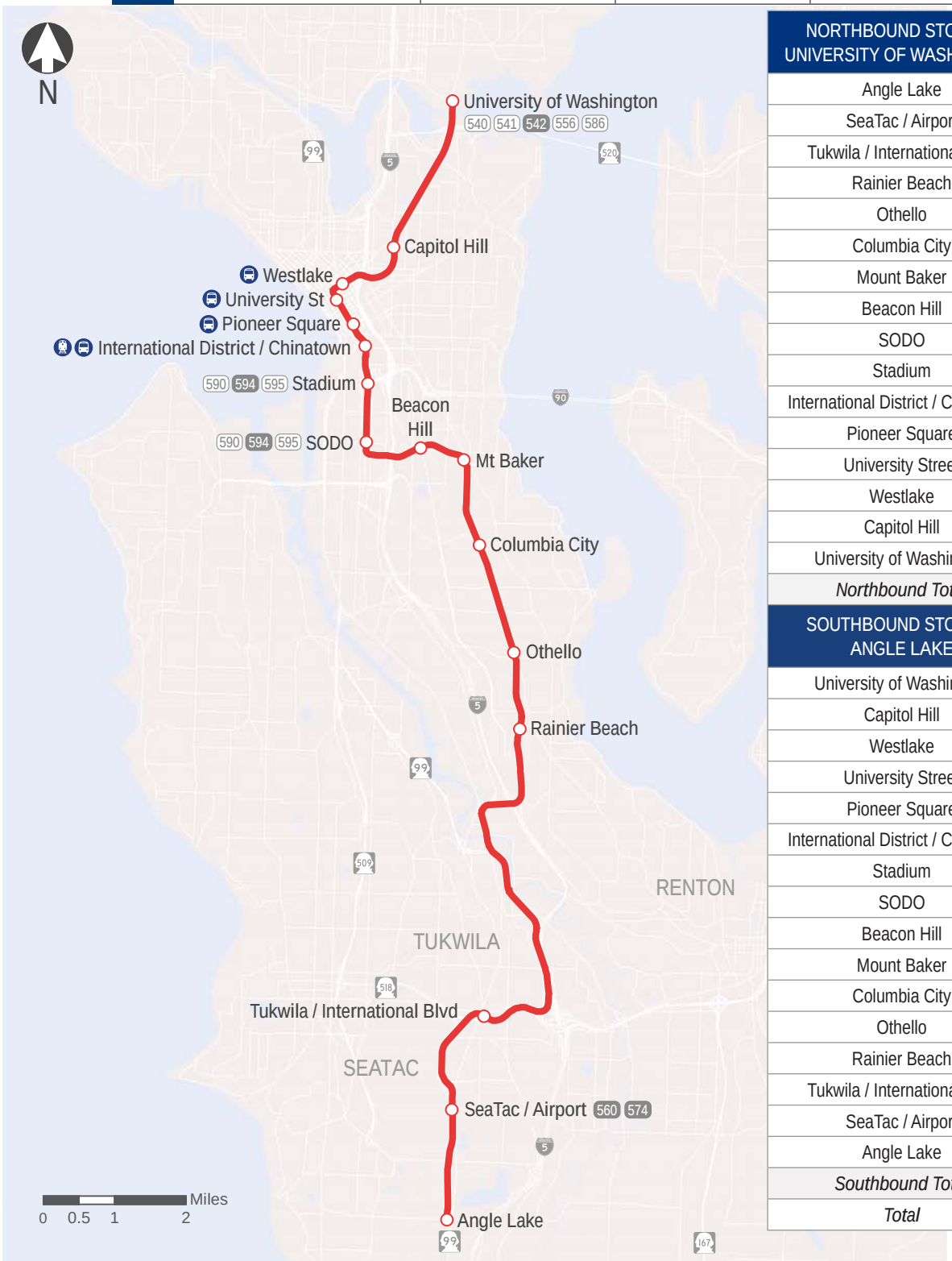
Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Eastbound Average Trip Ridership & Maximum Passenger Loads



Link University of Washington - Angle Lake

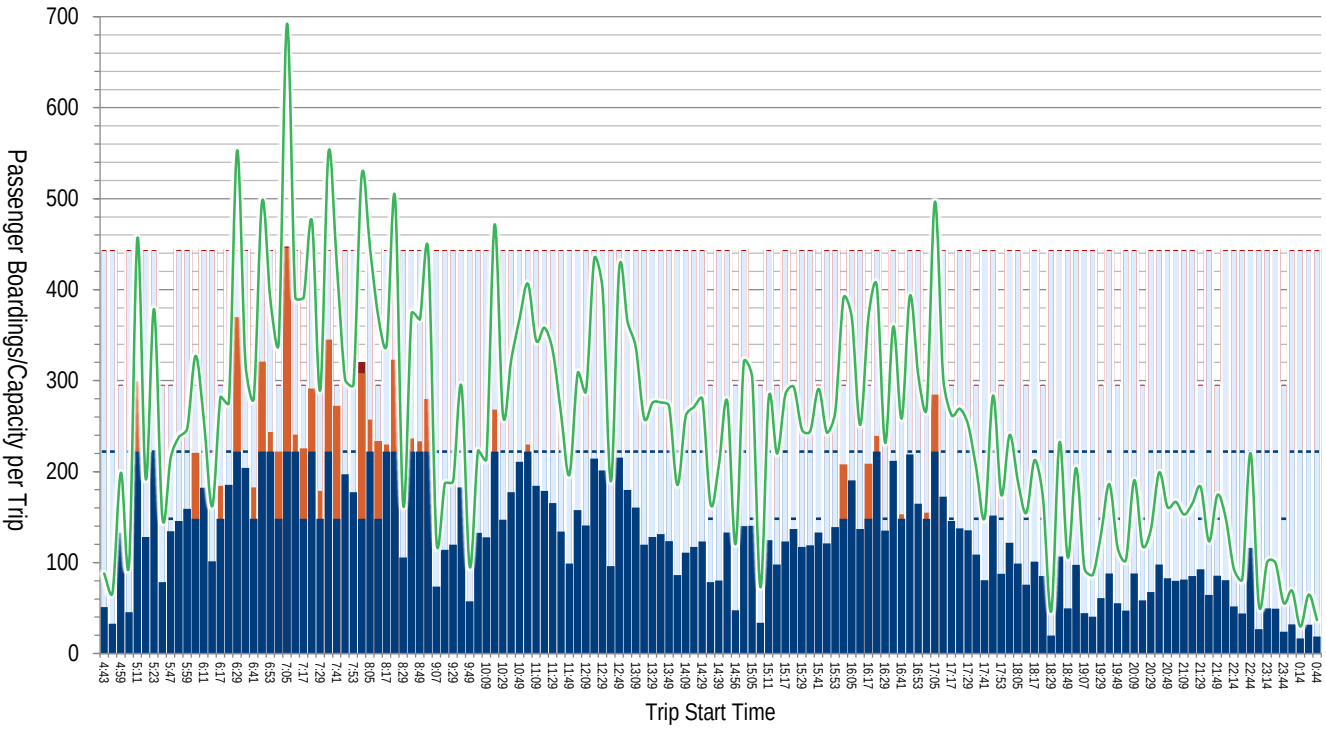
Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	58,739	71,374	75,149	80,733
Average Saturday Boardings	41,343	50,154	56,191	53,068
Average Sunday Boardings	32,655	39,472	41,125	43,146
Annual Boardings	19,011,368	23,022,263	24,470,257	



NORTHBOUND STOPS to UNIVERSITY OF WASHINGTON	Average Weekday	
	Ons	Offs
Angle Lake	3,395	0
SeaTac / Airport	5,175	451
Tukwila / International Blvd	2,392	426
Rainier Beach	1,722	405
Othello	2,299	530
Columbia City	2,295	497
Mount Baker	1,683	812
Beacon Hill	2,118	867
SODO	1,682	765
Stadium	964	775
International District / Chinatown	4,323	2,462
Pioneer Square	2,173	2,708
University Street	2,527	3,618
Westlake	4,361	7,594
Capitol Hill	1,956	7,154
University of Washington	0	10,003
Northbound Total	*39,066*	*39,066*

SOUTHBOUND STOPS to ANGLE LAKE	Average Weekday	
	Ons	Offs
University of Washington	11,010	0
Capitol Hill	6,365	2,475
Westlake	8,695	4,033
University Street	3,795	2,450
Pioneer Square	2,512	2,174
International District / Chinatown	2,938	4,936
Stadium	874	1,385
SODO	889	1,608
Beacon Hill	1,000	2,686
Mount Baker	1,062	1,733
Columbia City	574	2,413
Othello	604	2,418
Rainier Beach	401	1,693
Tukwila / International Blvd	498	2,792
SeaTac / Airport	450	5,233
Angle Lake	0	3,639
Southbound Total	*41,667*	*41,667*
Total	*80,733*	*80,733*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

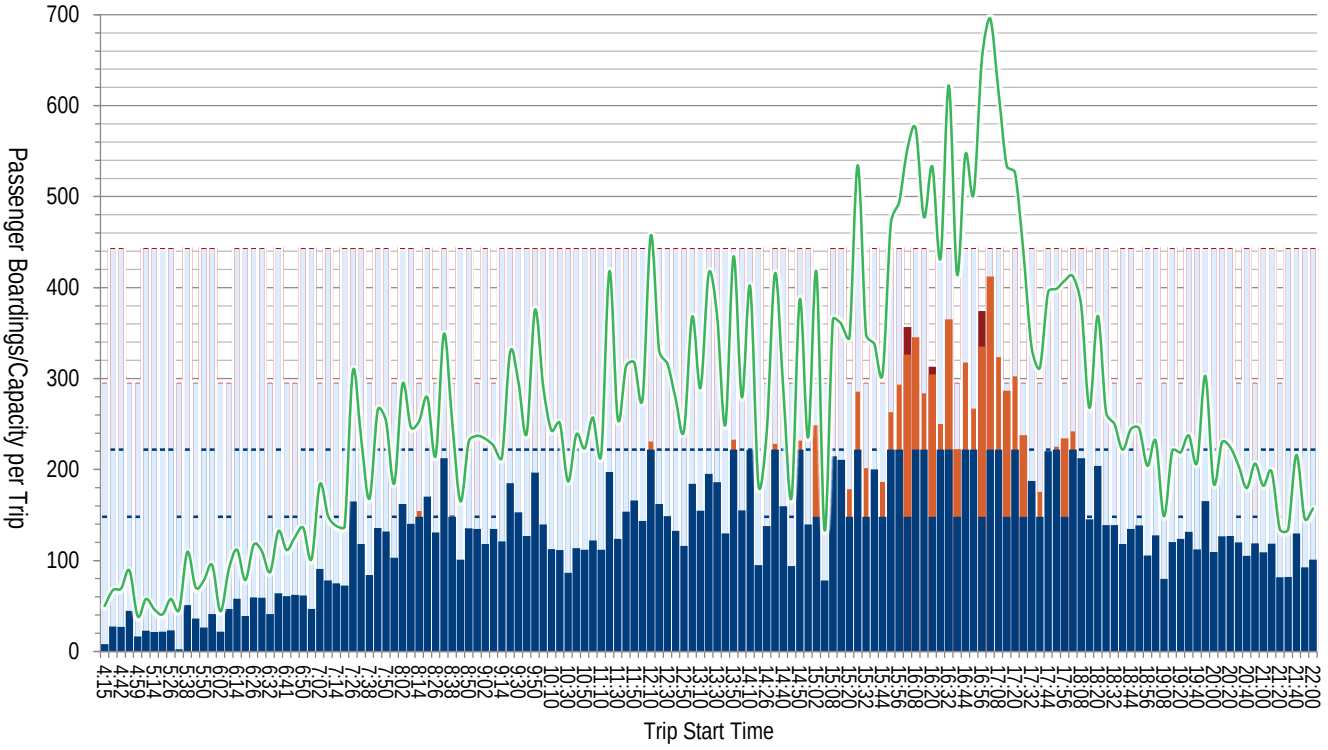


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

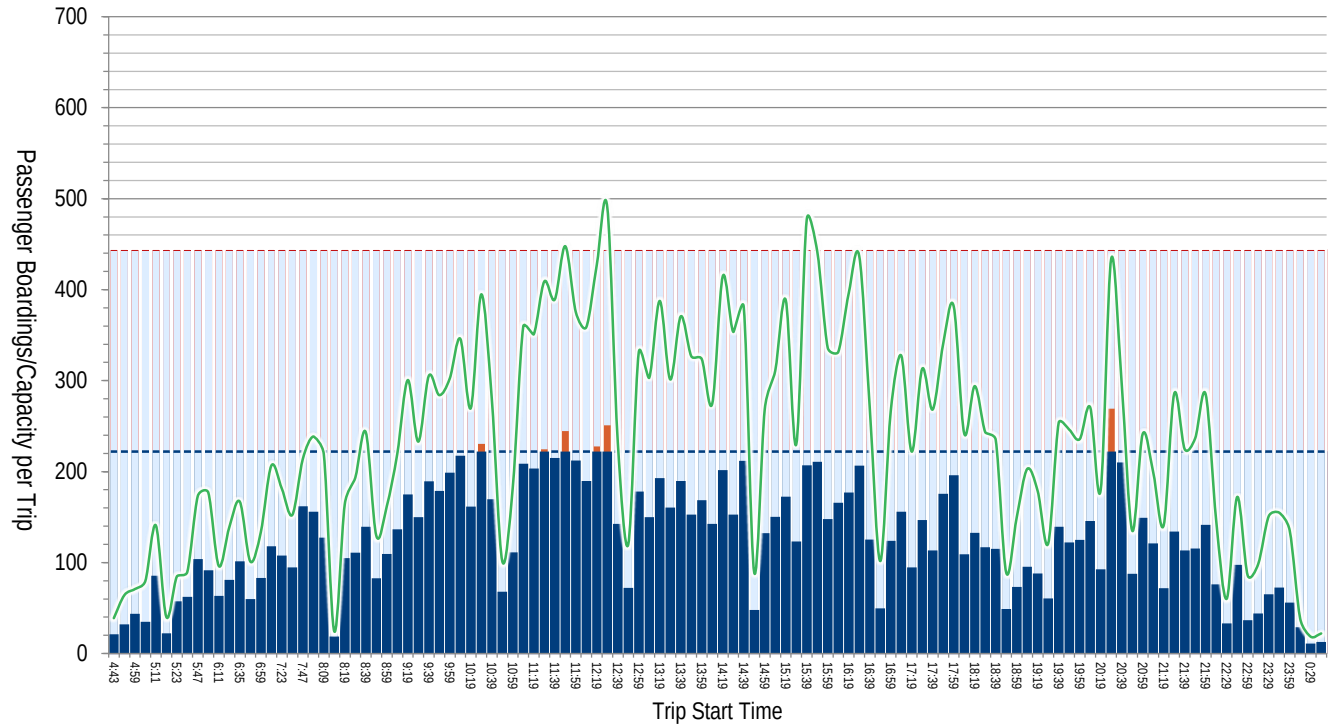
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday

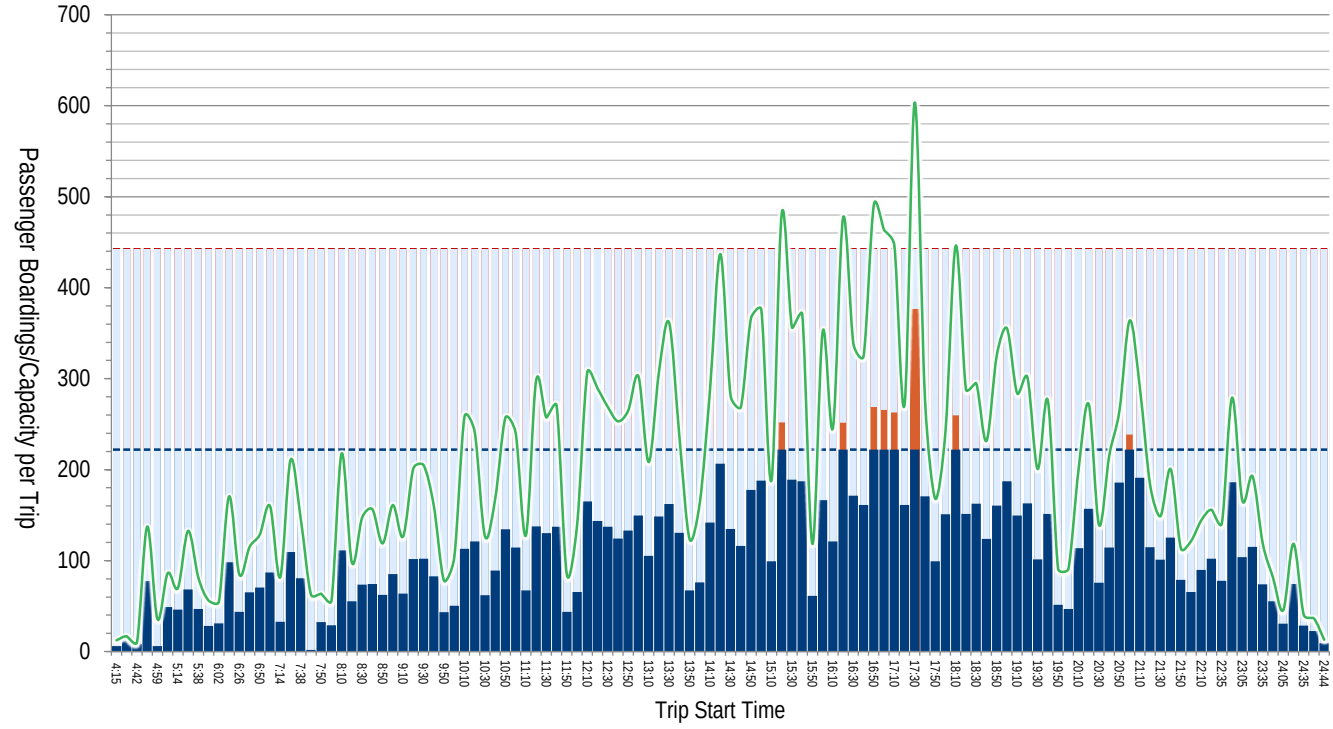


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

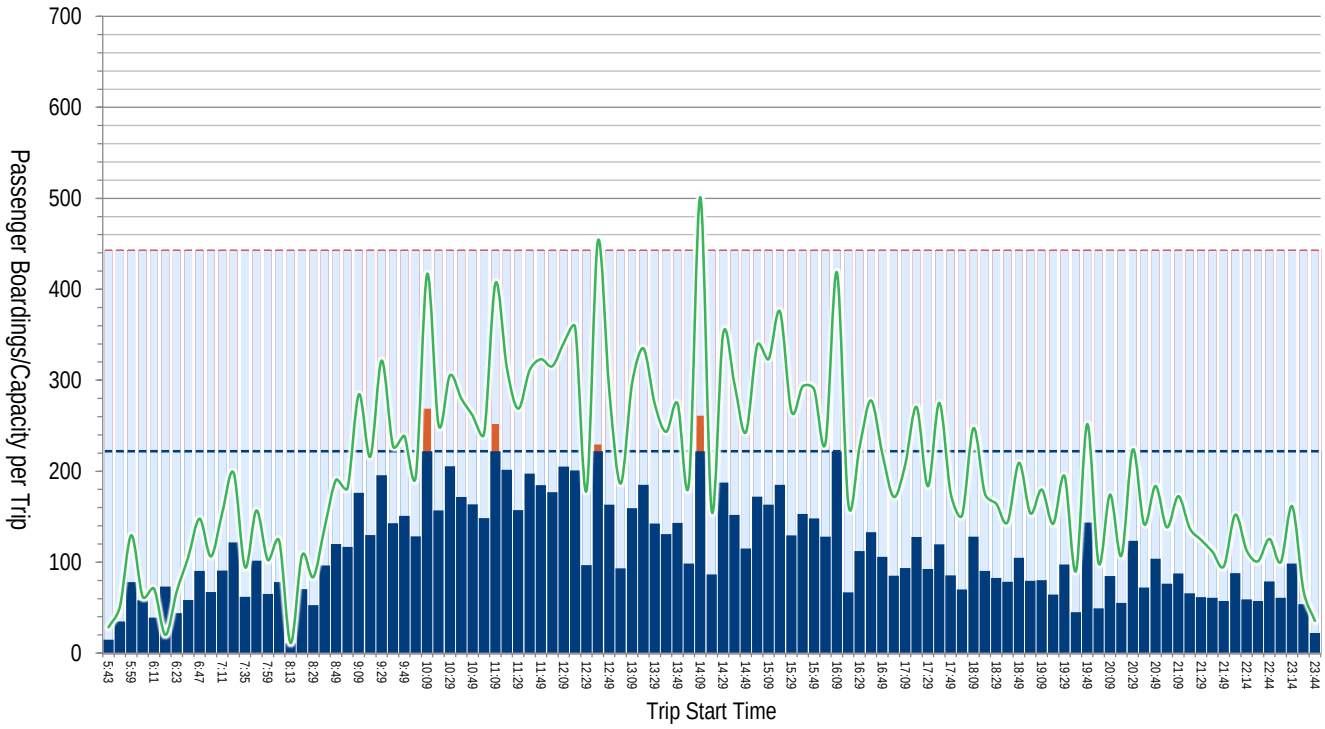
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday

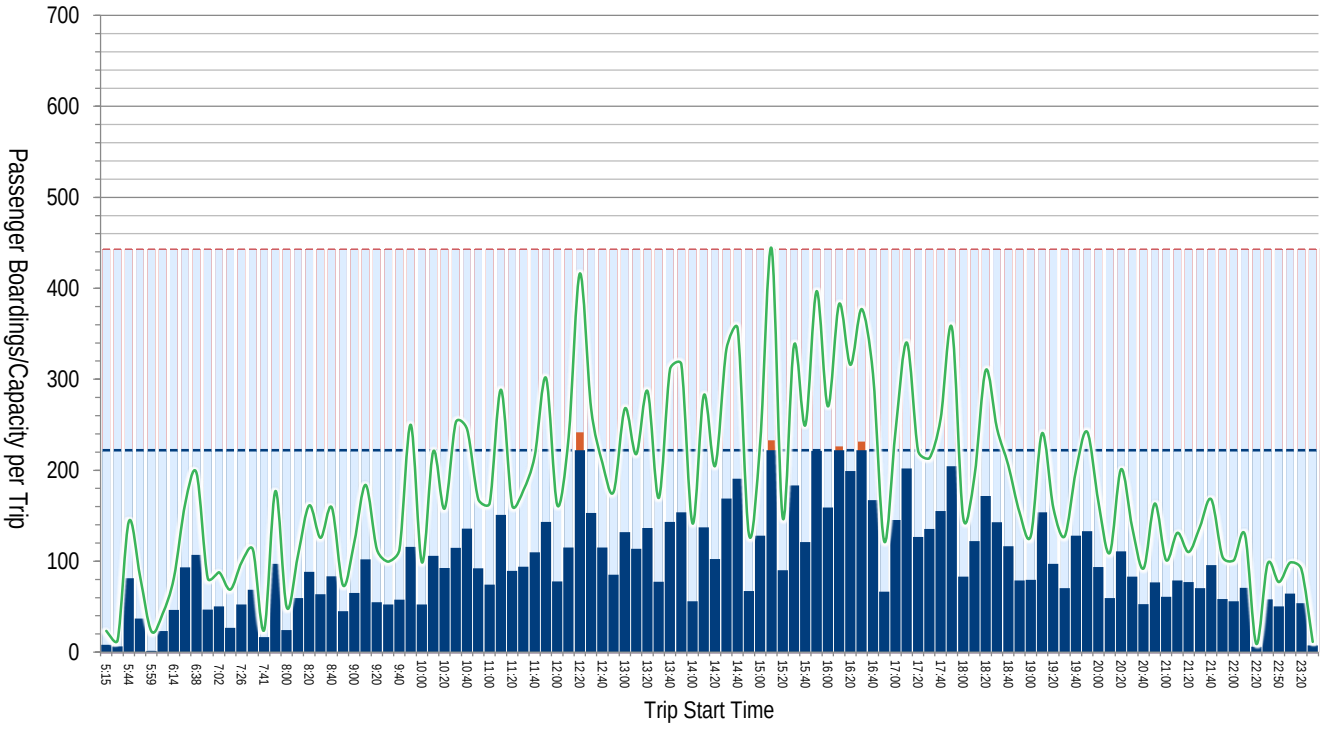


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

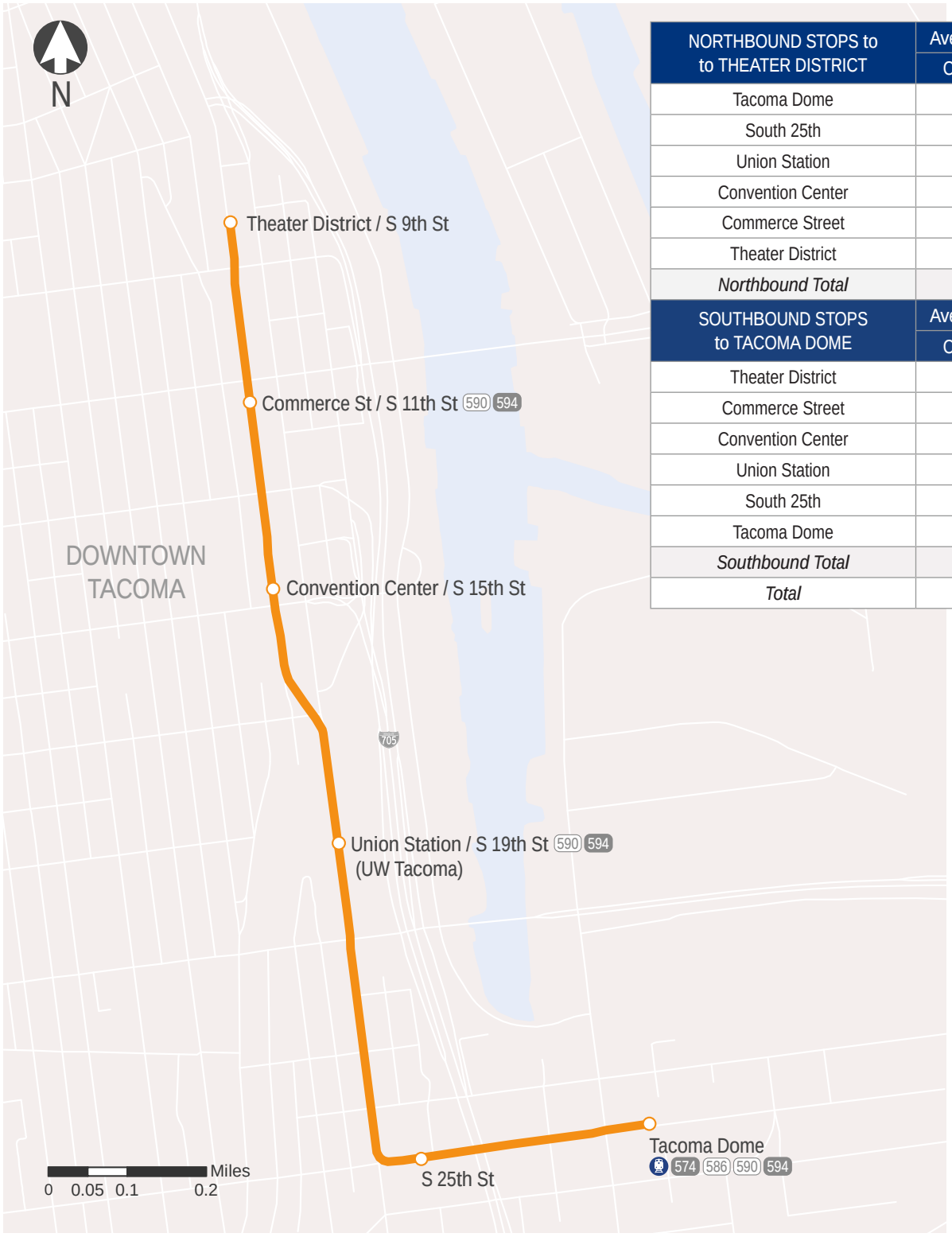
Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



Tacoma Link — Downtown Tacoma - Tacoma Dome

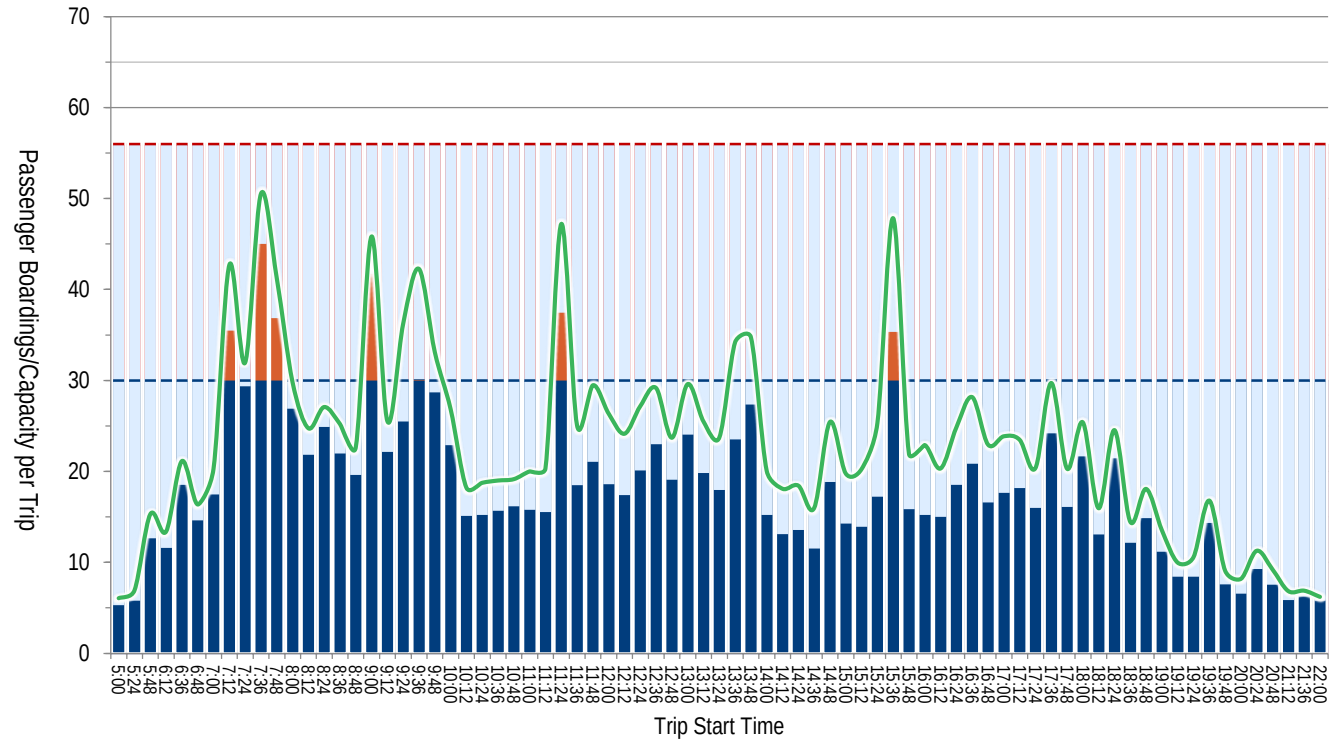
Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	3,182	3,239	3,023	3,350
Average Saturday Boardings	1,718	2,150	1,670	2,112
Average Sunday Boardings	653	647	689	585
Annual Boardings	938,315	972,998	897,642	



NORTHBOUND STOPS to to THEATER DISTRICT	Average Weekday	
	Ons	Offs
Tacoma Dome	1,090	0
South 25th	222	86
Union Station	284	470
Convention Center	58	199
Commerce Street	90	440
Theater District	0	548
Northbound Total	*1,745*	*1,745*

SOUTHBOUND STOPS to TACOMA DOME	Average Weekday	
	Ons	Offs
Theater District	459	0
Commerce Street	333	21
Convention Center	204	28
Union Station	445	268
South 25th	165	294
Tacoma Dome	0	995
Southbound Total	*1,605*	*1,605*
Total	*3,350*	*3,350*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

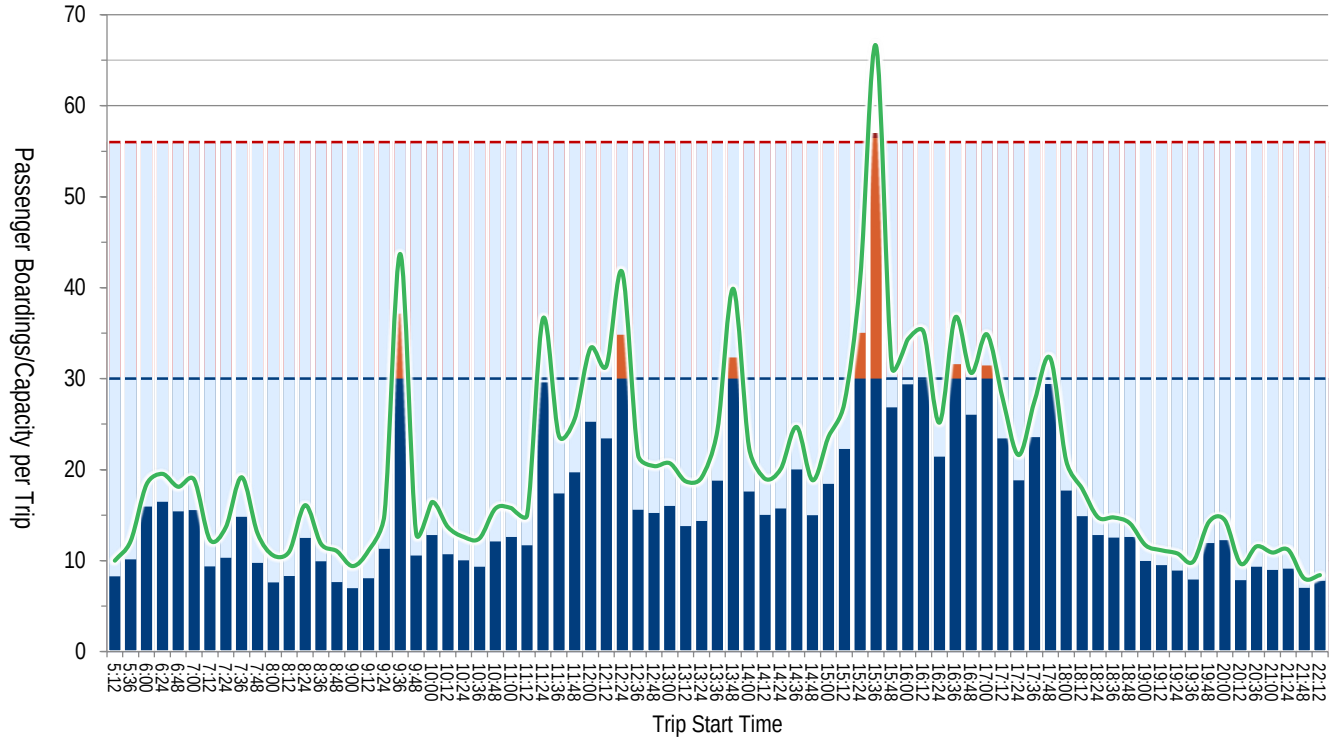


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

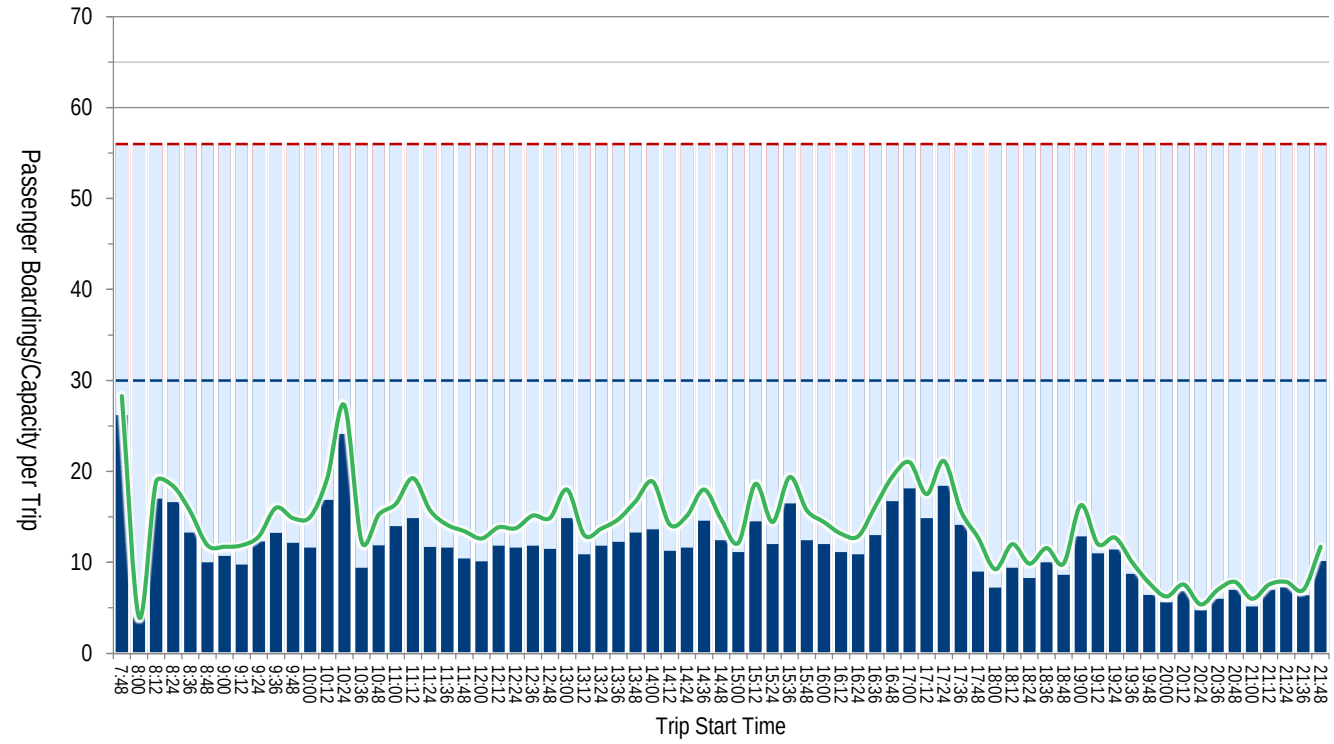
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday

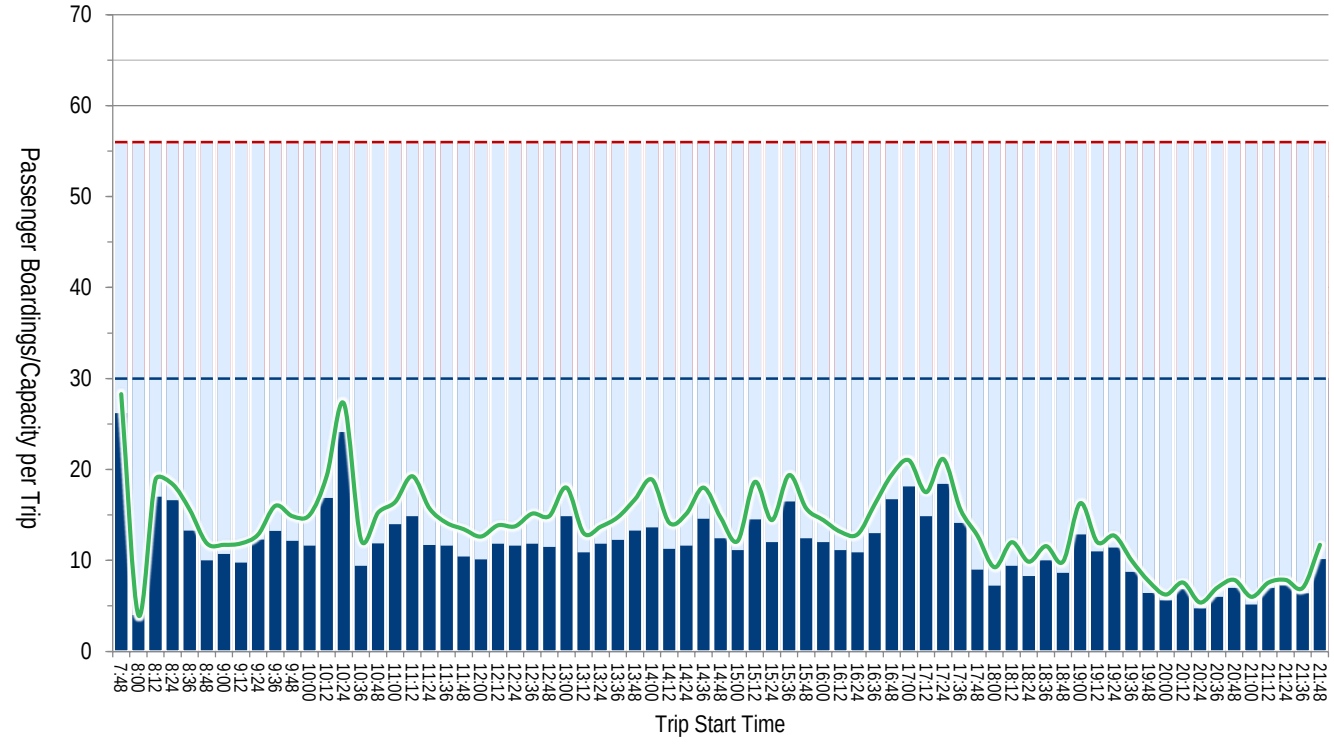


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

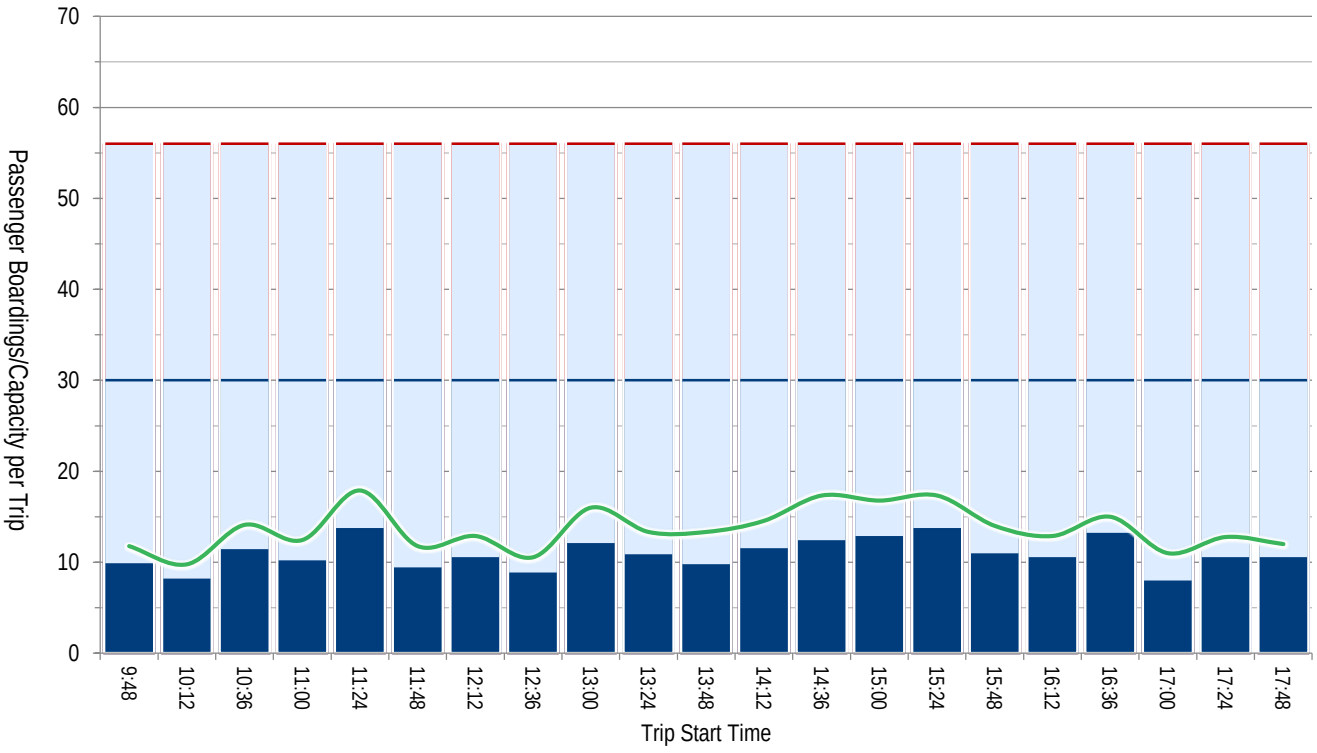
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday



Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
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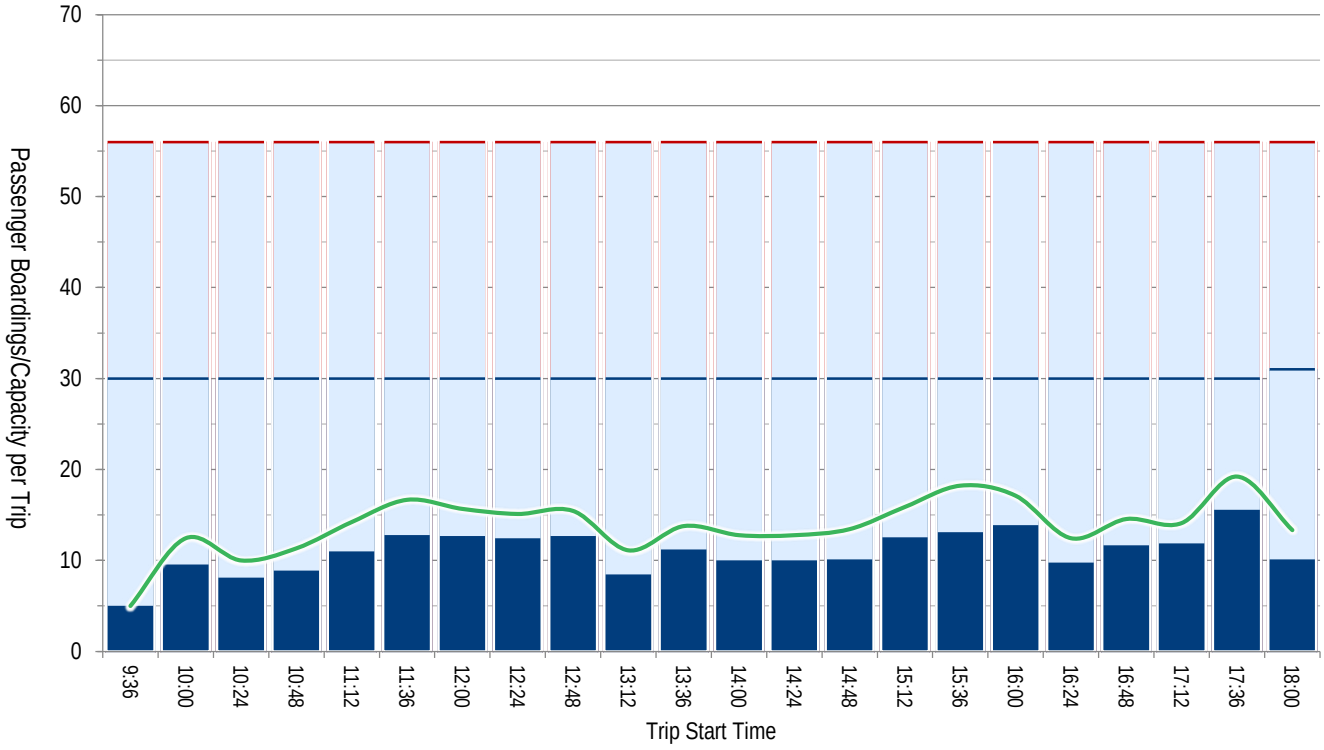
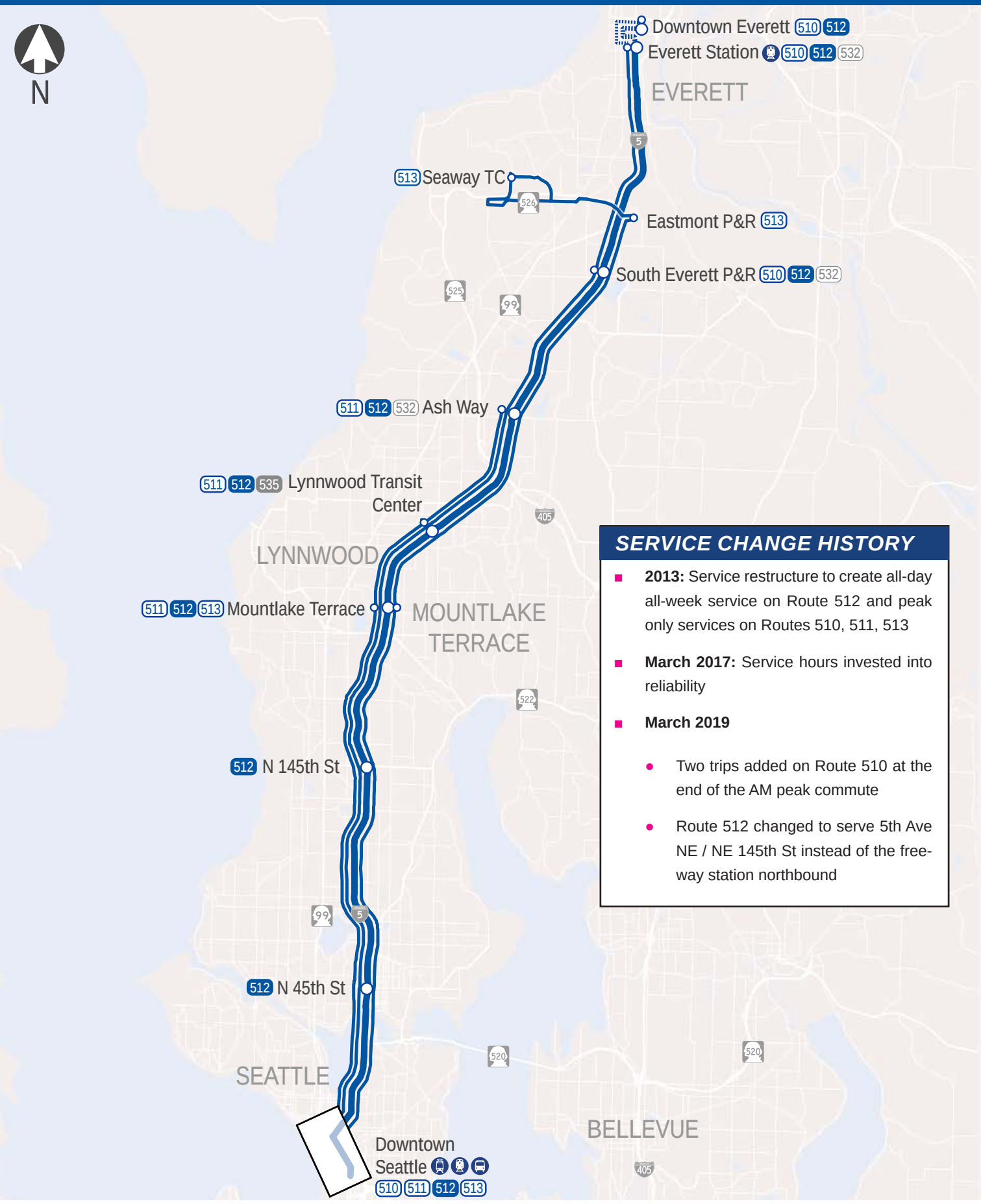
Blue: seats

Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



I-5 North



SERVICE CHANGE HISTORY

- **2013:** Service restructure to create all-day all-week service on Route 512 and peak only services on Routes 510, 511, 513
- **March 2017:** Service hours invested into reliability
- **March 2019**
  - Two trips added on Route 510 at the end of the AM peak commute
  - Route 512 changed to serve 5th Ave NE / NE 145th St instead of the free-way station northbound

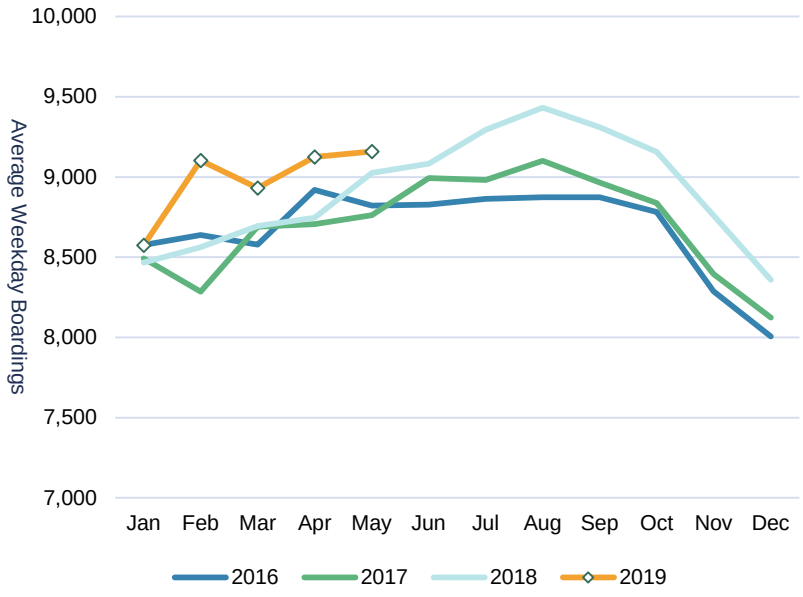
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span
Weekday	North	510	10-15 (6p) 20
		511	15
		512	15 (6a) 10 (6p) 10-15 (7p) 20-30
		513	20-30
	South	510	20 (4a) 10-15 (5a) 20 (6a)
		511	20 (4a) 15 (5a)
		512	15 (6a) 20-30 (7p)
		513	30 (5a) 15 (6a) 20

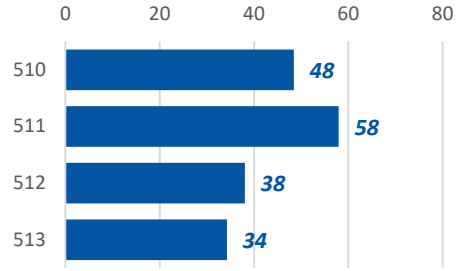
	Direction	Route	Frequency & Span
Sat	North	512	30 (5a) 20 (9a) 15 (1p) 20 (4p) 30 (6p)
	South	512	30 (5a) 20 (8a) 15 (12p) 20 (3p) 30 (6p)

	Direction	Route	Frequency & Span
Sun	North	512	30 (5a)
	South	512	30 (5a)

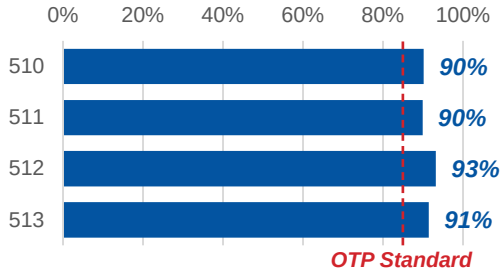
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

- Routes 510/512 - Evaluate AM peak passenger loads after two new trips added on Route 510
- All routes - Update schedules to better reflect new traffic conditions

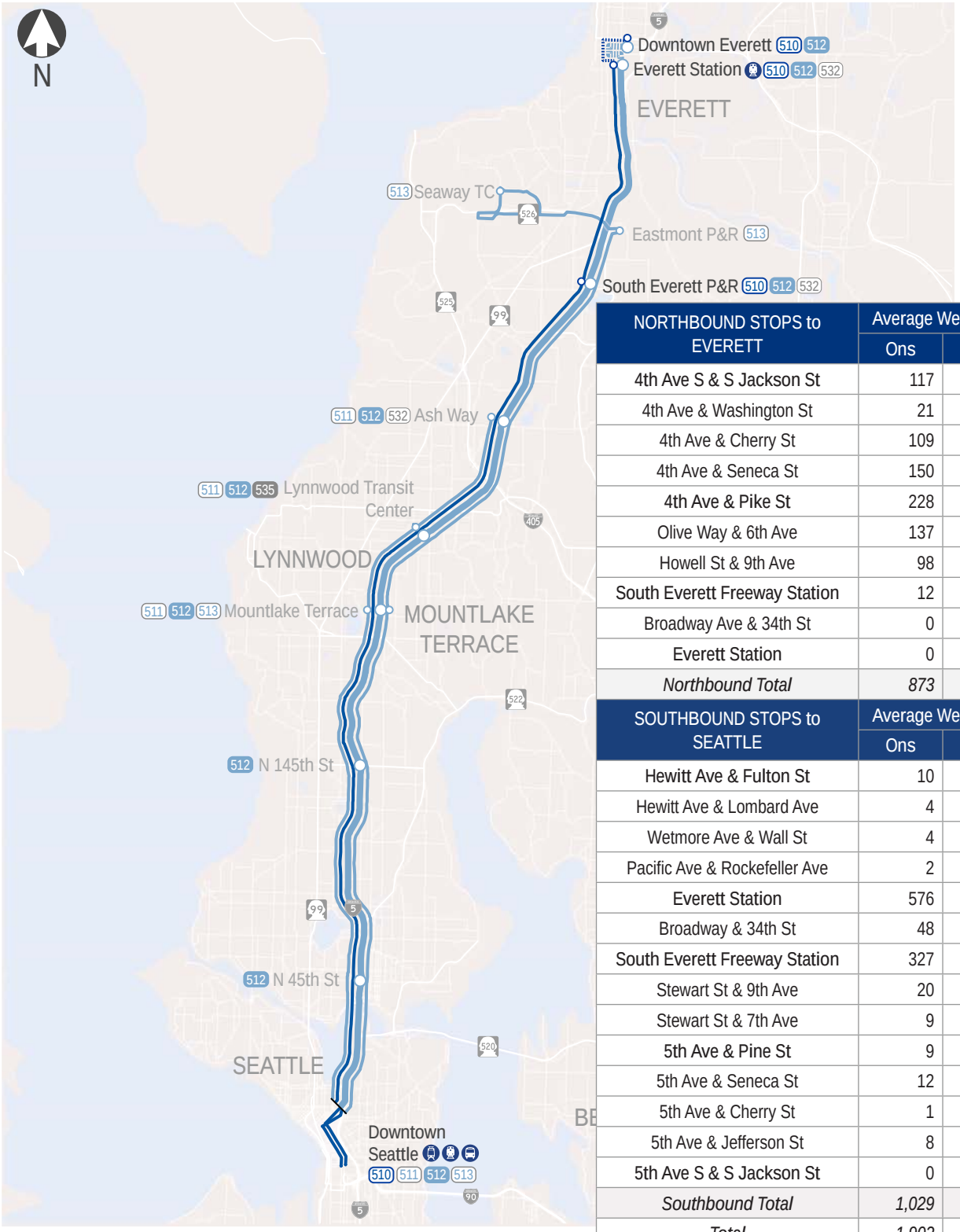
LONG TERM CORRIDOR OUTLOOK

- **2021** - Northgate Link Extension opens
- **2024** - Lynnwood Link Extension opens
- **2036** - Everett Link Extension scheduled to open

I-5 North

Route 510 Everett - Seattle

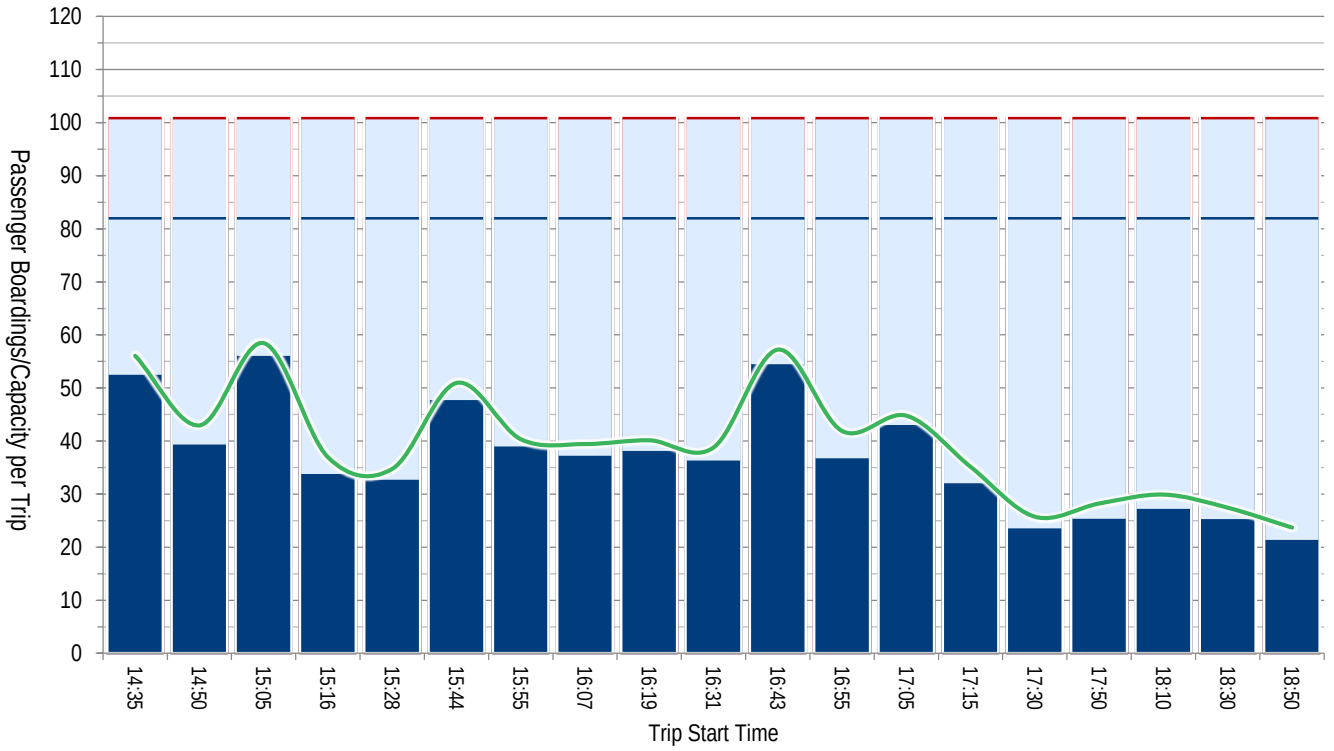
		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	1,913	1,983	1,999	1,902
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	488,401	503,600	509,788	



NORTHBOUND STOPS to EVERETT	Average Weekday	
	Ons	Offs
4th Ave S & S Jackson St	117	0
4th Ave & Washington St	21	0
4th Ave & Cherry St	109	2
4th Ave & Seneca St	150	4
4th Ave & Pike St	228	9
Olive Way & 6th Ave	137	5
Howell St & 9th Ave	98	4
South Everett Freeway Station	12	345
Broadway Ave & 34th St	0	18
Everett Station	0	486
Northbound Total	*873*	*873*

SOUTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Hewitt Ave & Fulton St	10	0
Hewitt Ave & Lombard Ave	4	0
Wetmore Ave & Wall St	4	0
Pacific Ave & Rockefeller Ave	2	0
Everett Station	576	2
Broadway & 34th St	48	2
South Everett Freeway Station	327	4
Stewart St & 9th Ave	20	228
Stewart St & 7th Ave	9	144
5th Ave & Pine St	9	211
5th Ave & Seneca St	12	152
5th Ave & Cherry St	1	126
5th Ave & Jefferson St	8	59
5th Ave S & S Jackson St	0	101
Southbound Total	*1,029*	*1,029*
Total	*1,902*	*1,902*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

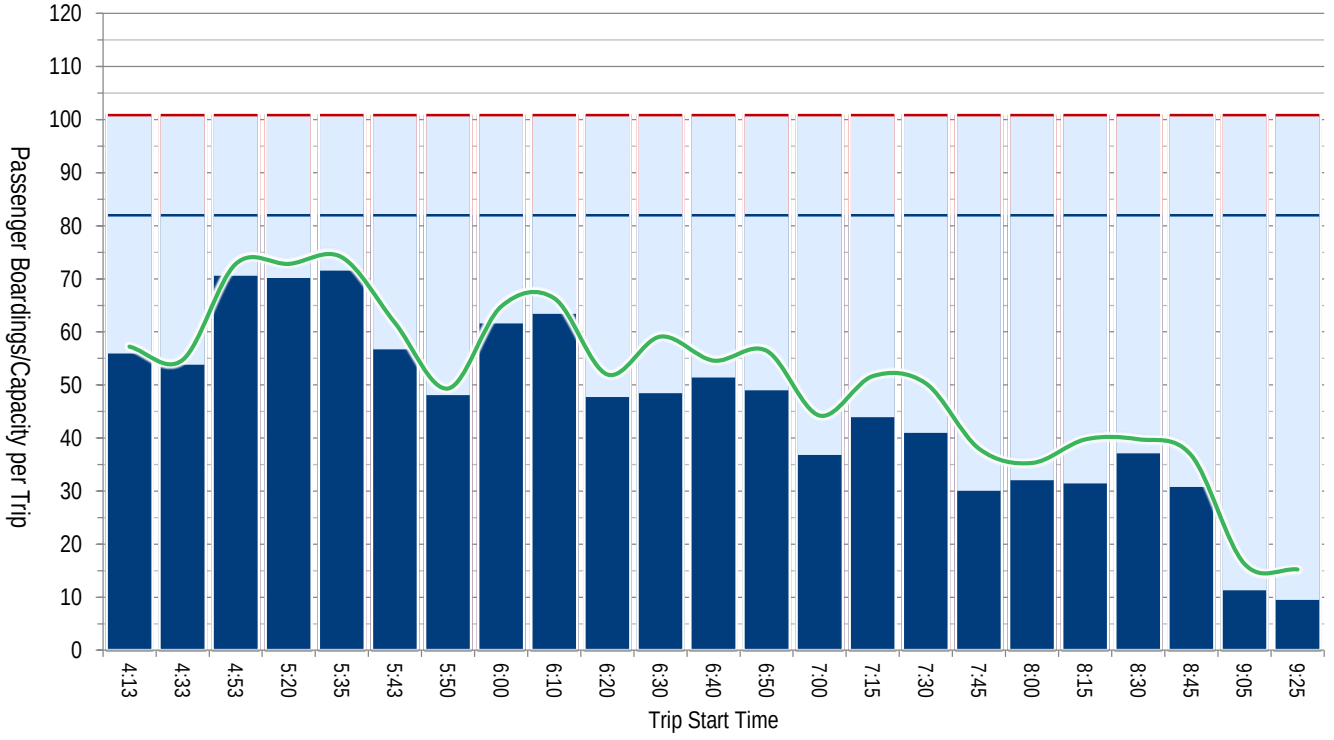


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

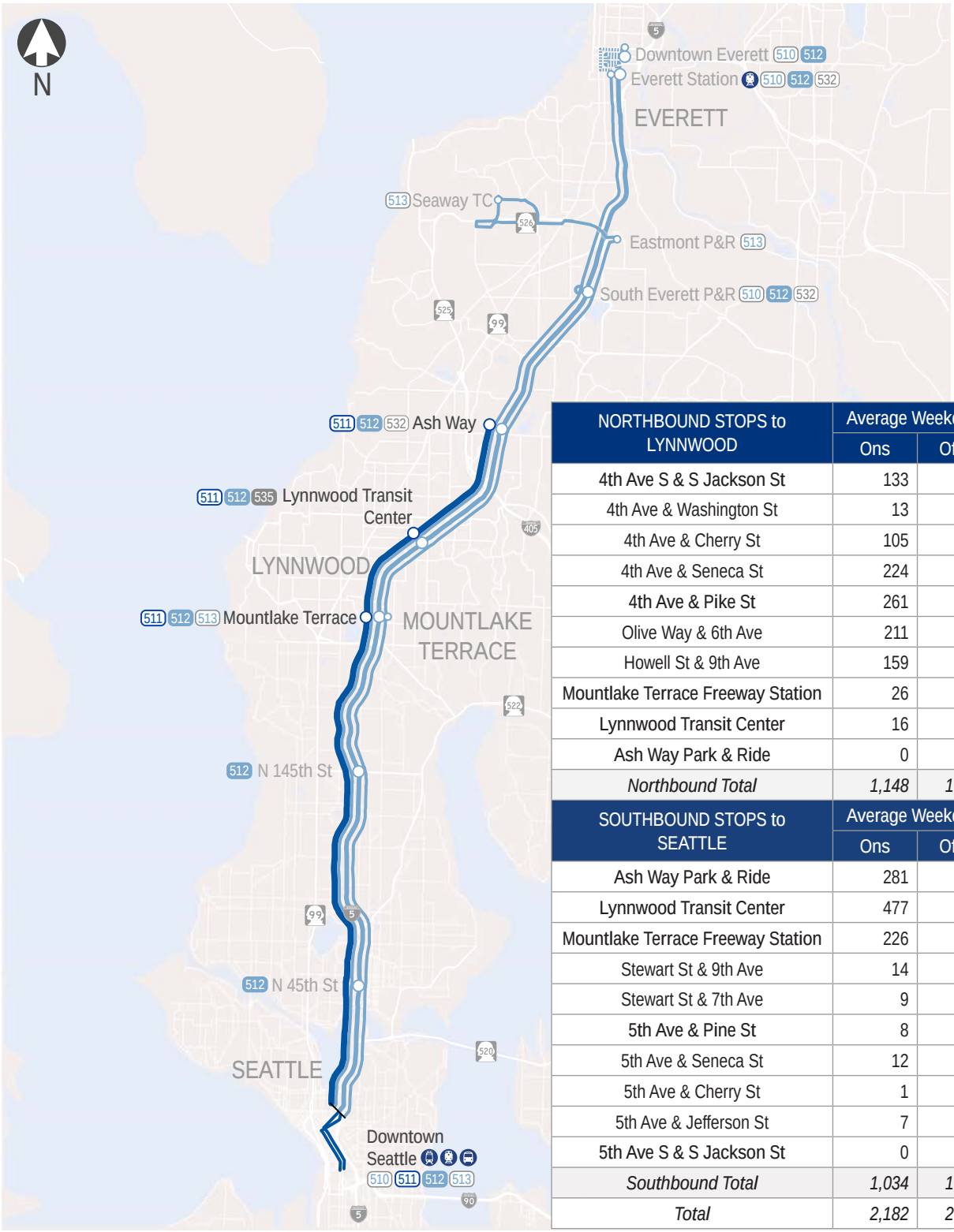
Weekday Southbound Average Trip Ridership & Maximum Passenger Loads



I-5 North

Route 511 Ash Way - Seattle

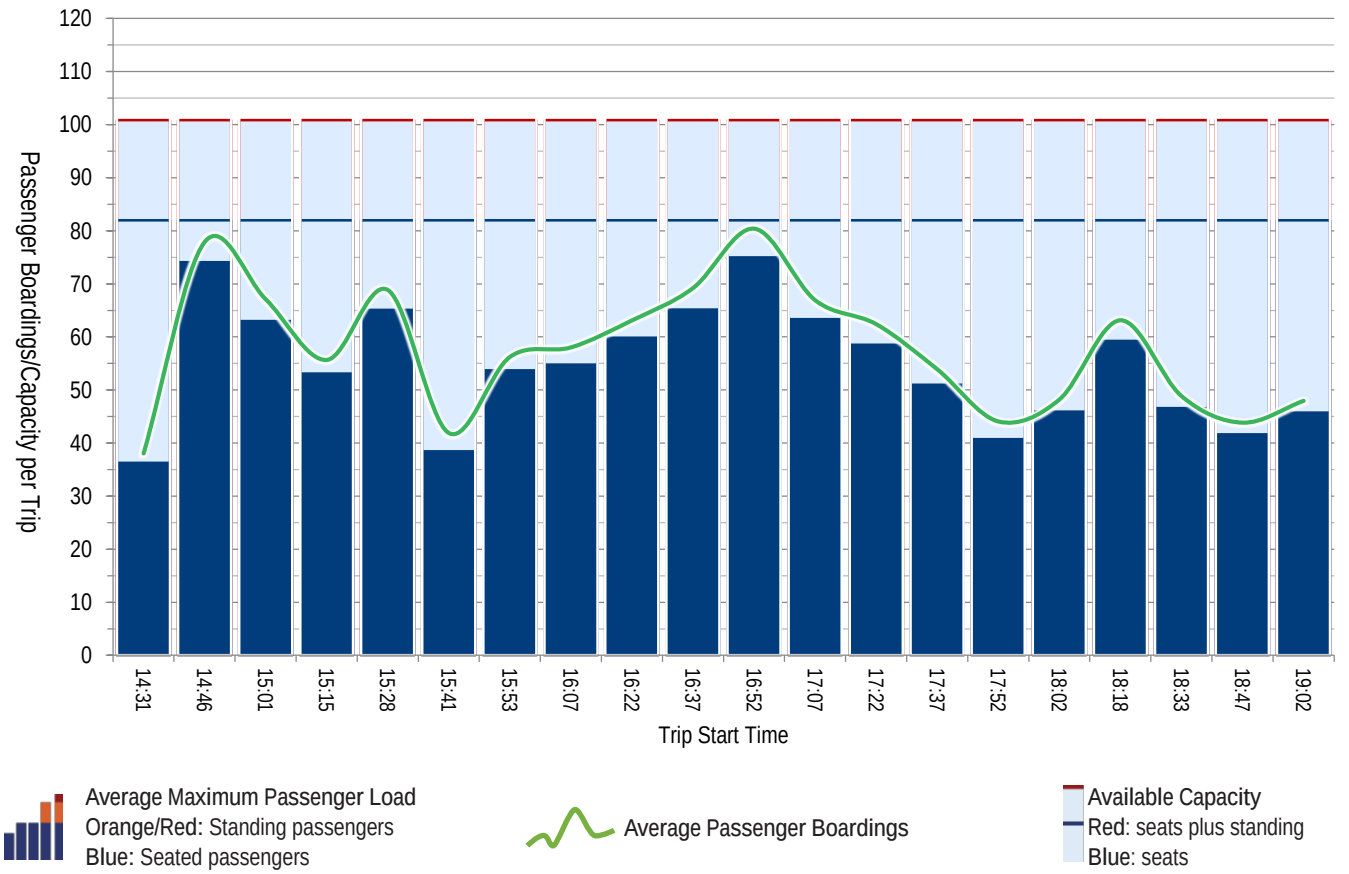
		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	2,025	2,062	2,055	2,182
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	516,248	523,733	524,046	



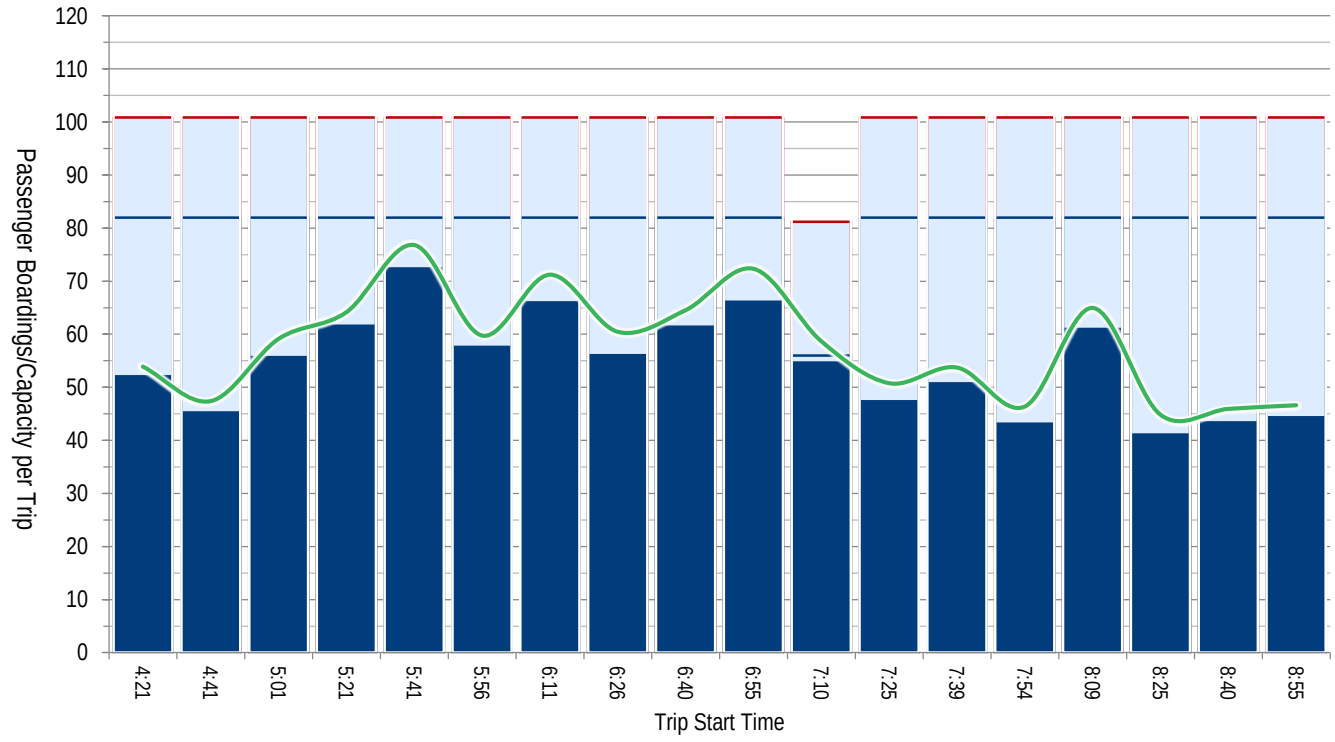
NORTHBOUND STOPS to LYNNWOOD	Average Weekday	
	Ons	Offs
4th Ave S & S Jackson St	133	0
4th Ave & Washington St	13	1
4th Ave & Cherry St	105	2
4th Ave & Seneca St	224	4
4th Ave & Pike St	261	9
Olive Way & 6th Ave	211	4
Howell St & 9th Ave	159	4
Mountlake Terrace Freeway Station	26	255
Lynnwood Transit Center	16	580
Ash Way Park & Ride	0	290
Northbound Total	*1,148*	*1,148*

SOUTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Ash Way Park & Ride	281	0
Lynnwood Transit Center	477	3
Mountlake Terrace Freeway Station	226	9
Stewart St & 9th Ave	14	252
Stewart St & 7th Ave	9	160
5th Ave & Pine St	8	195
5th Ave & Seneca St	12	172
5th Ave & Cherry St	1	127
5th Ave & Jefferson St	7	37
5th Ave S & S Jackson St	0	79
Southbound Total	*1,034*	*1,034*
Total	*2,182*	*2,182*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



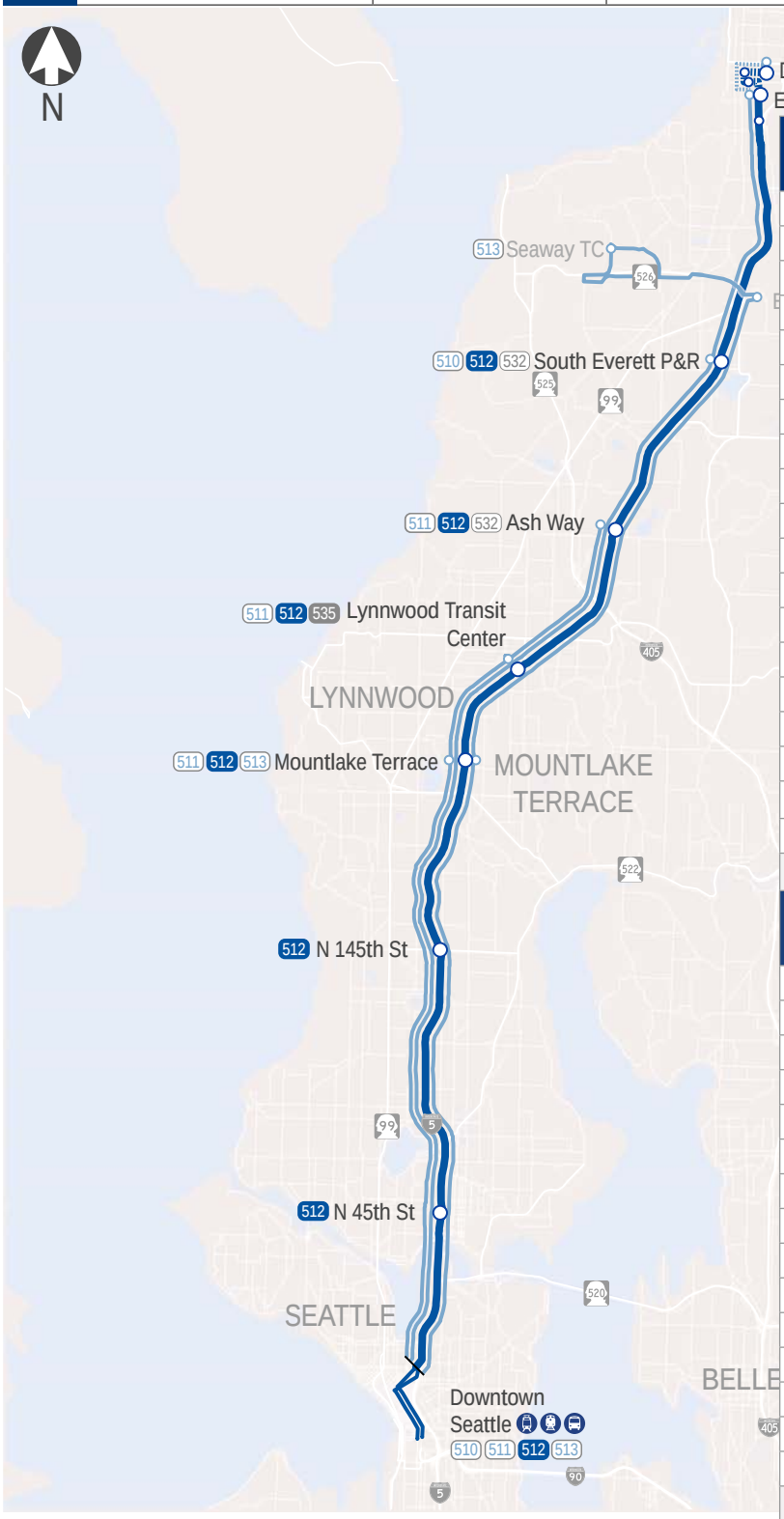
Weekday Southbound Average Trip Ridership & Maximum Passenger Loads



I-5 North

Route 512 Everett - Seattle

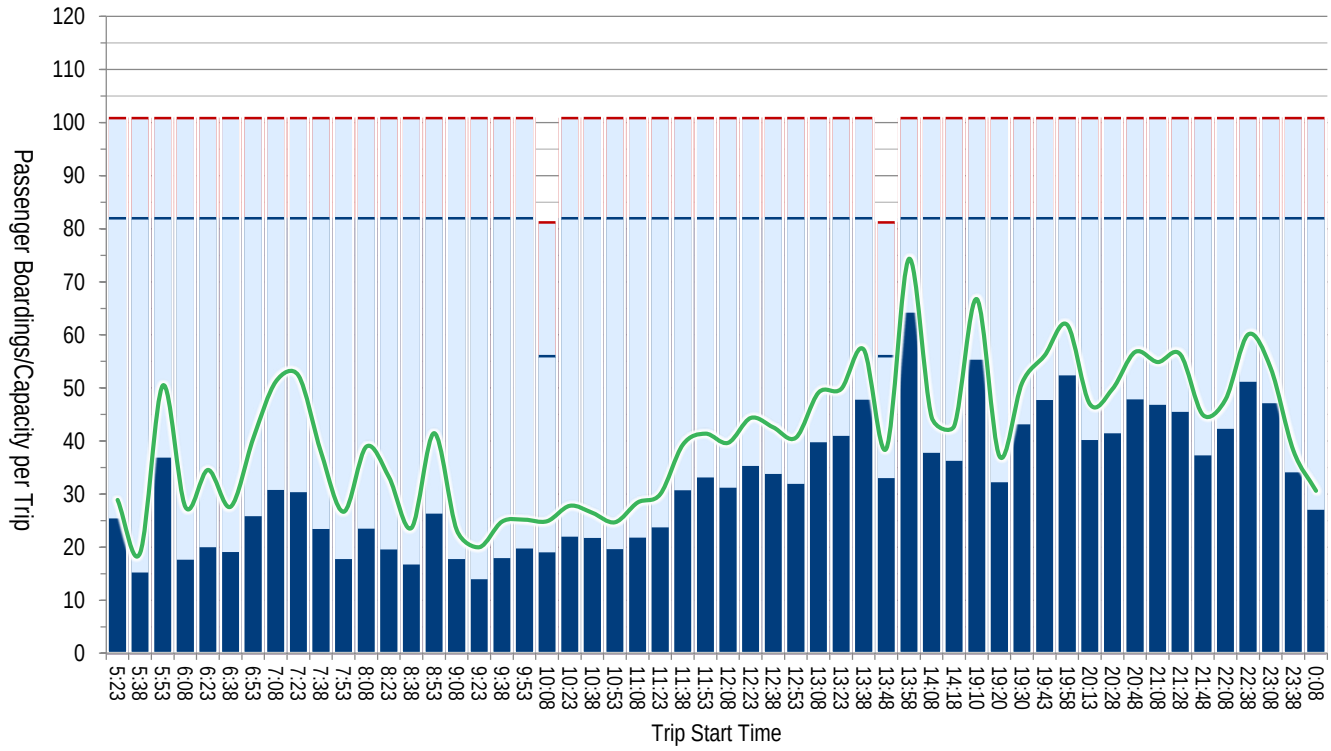
Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	4,064	4,024	4,181	4,384
Average Saturday Boardings	4,145	4,233	4,458	4,750
Average Sunday Boardings	2,847	2,903	3,037	3,281
Annual Boardings	1,424,904	1,421,457	1,474,035	



NORTHBOUND STOPS to EVERETT	Average Weekday	
	Ons	Offs
4th Ave S & S Jackson St	526	0
4th Ave & Washington St	49	1
4th Ave & Cherry St	147	60
4th Ave & Seneca St	221	40
4th Ave & Pike St	504	35
Olive Way & 6th Ave	301	28
Howell St & 9th Ave	148	53
I-5 & NE 45th St Freeway Station	279	201
5th Ave NE & NE 145th St	38	72
Mountlake Terrace Freeway Station	27	186
Lynnwood Transit Center	66	663
Ash Way Park & Ride	32	354
South Everett Freeway Station	19	183
Broadway Ave & 34th St	2	40
Everett Station	4	441
Pacific Ave & Rockefeller Ave	0	1
Wetmore Ave & Wall St	0	3
Hewitt Ave & Lombard Ave	0	1
Hewitt Ave & Virginia Ave	0	3
Northbound Total	*2,363*	*2,363*

SOUTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Everett Station	434	0
Broadway & 34th St	59	9
South Everett Freeway Station	162	21
Ash Way Park & Ride	327	36
Lynnwood Transit Center	609	79
Mountlake Terrace Freeway Station	134	32
I-5 & NE 145th St Freeway Station	47	41
I-5 & NE 45th St Freeway Station	91	287
Stewart St & 9th Ave	26	289
Stewart St & 7th Ave	18	160
5th Ave & Pine St	34	461
5th Ave & Seneca St	26	121
5th Ave & Cherry St	22	87
5th Ave & Jefferson St	31	74
5th Ave S & S Jackson St	0	325
Southbound Total	*2,021*	*2,021*
Total	*4,384*	*4,384*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

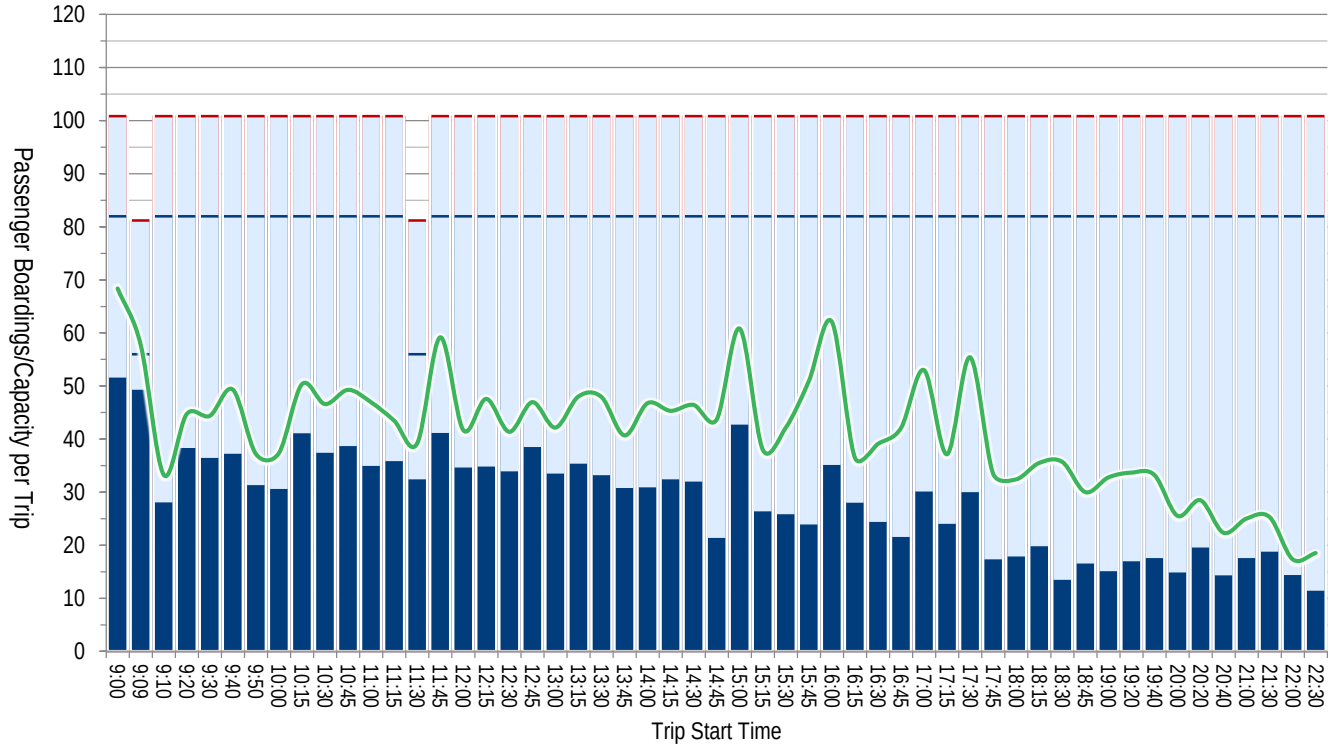


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

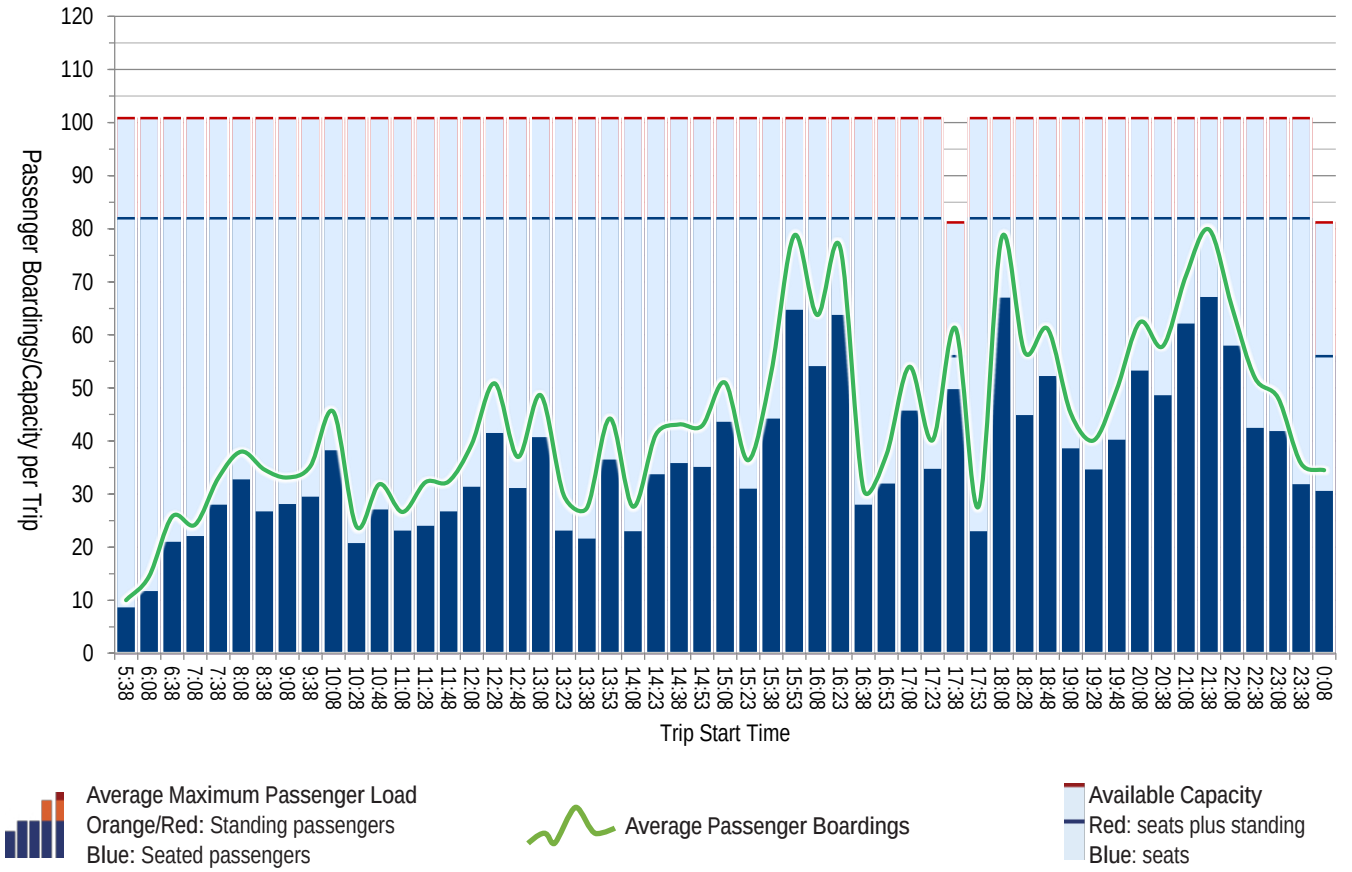
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Average Maximum Passenger Load
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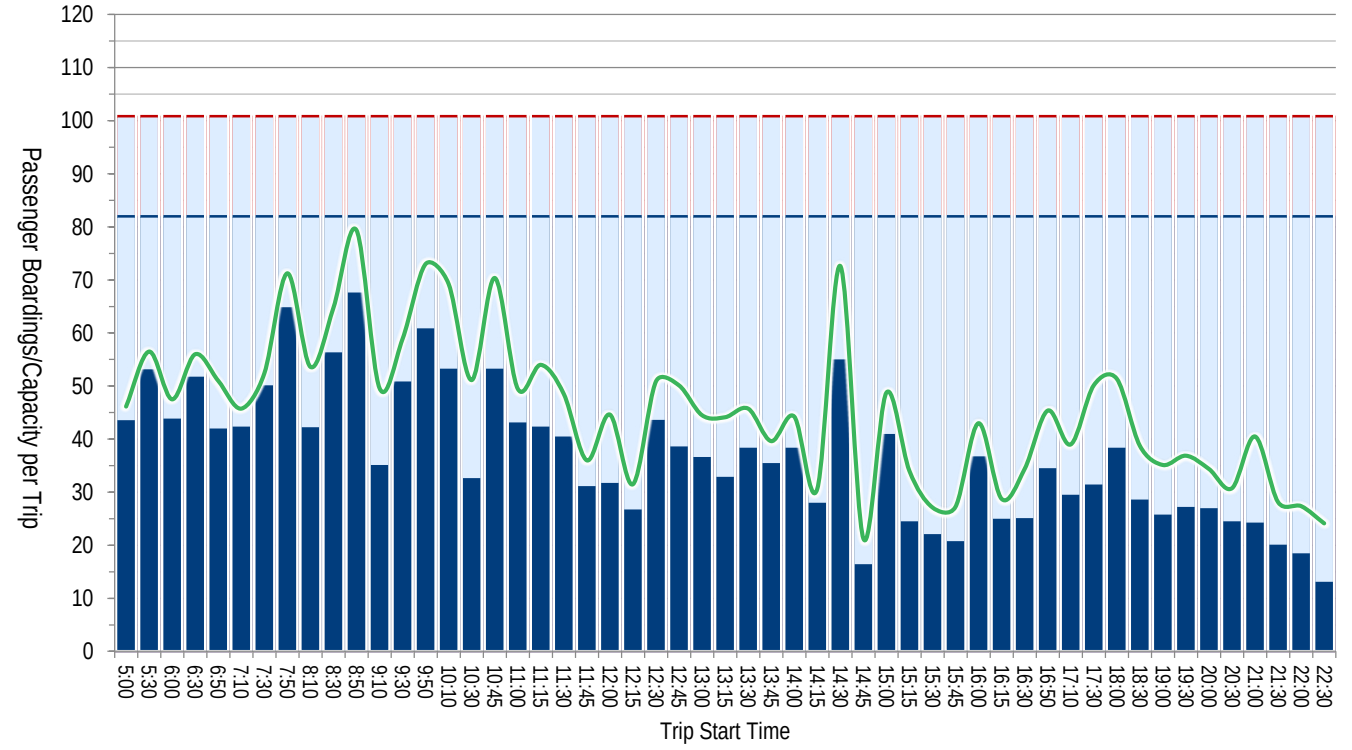
Blue: Seated passengers

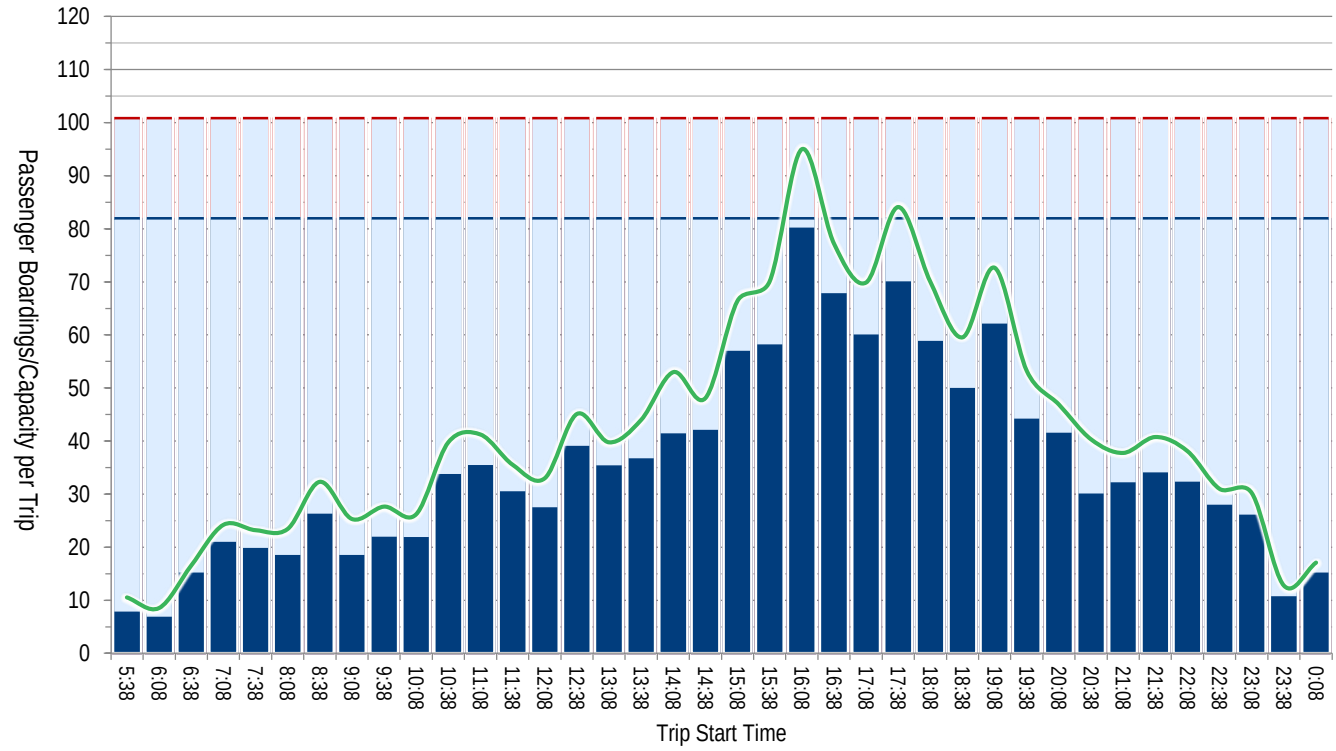
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday



Average Maximum Passenger Load
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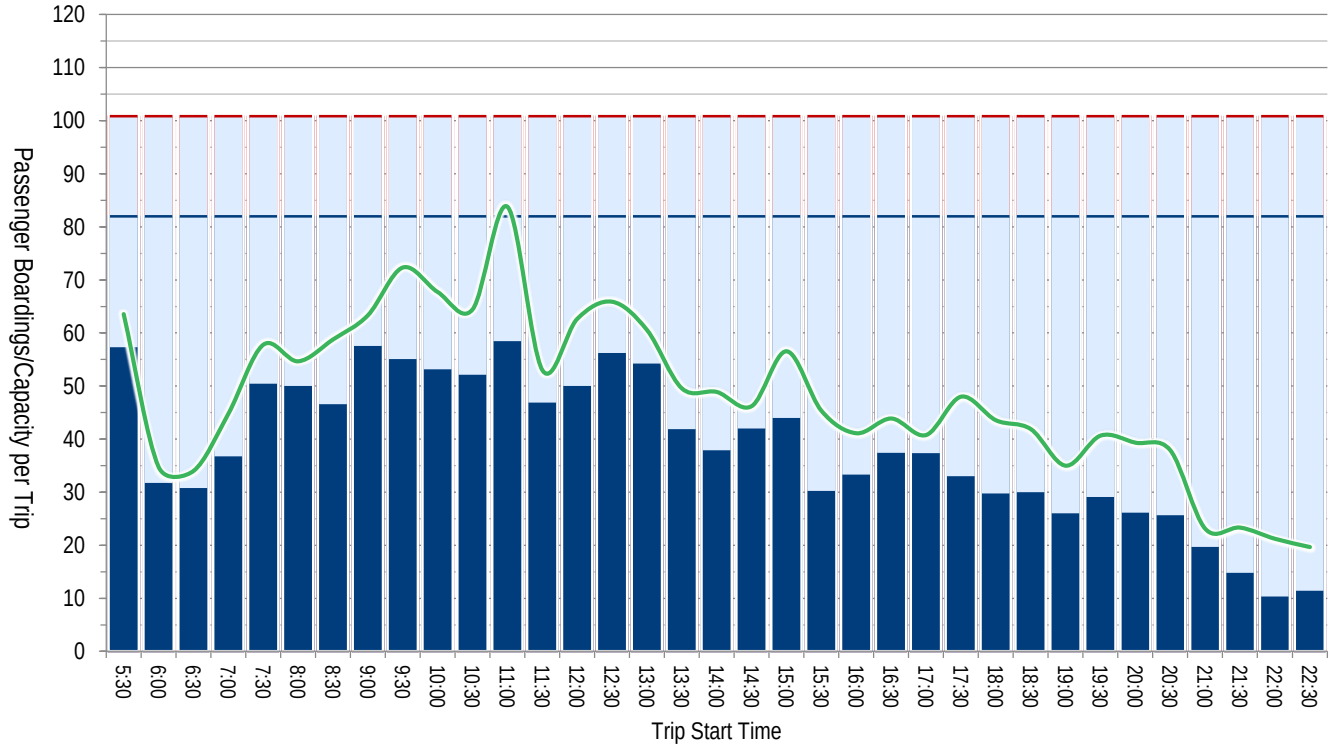
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



I-5 North

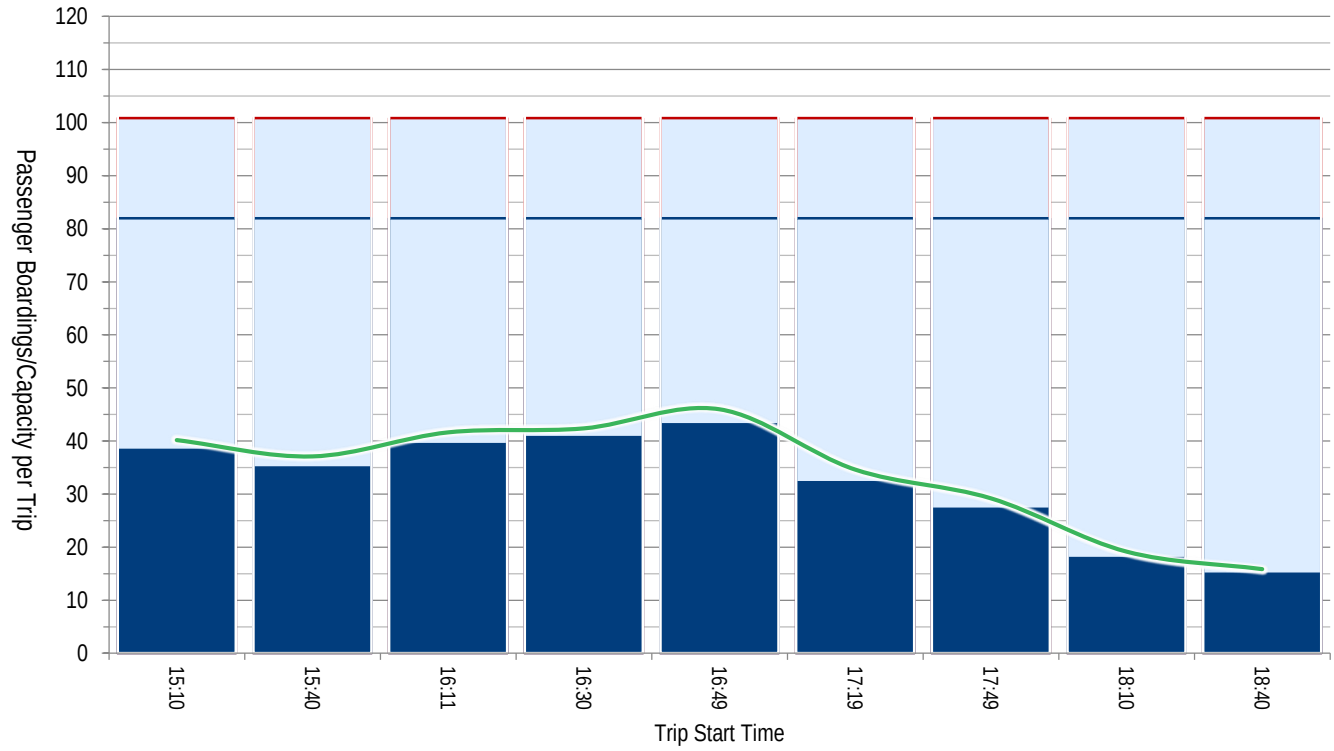
Route 513 Seaway TC - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	670	632	677	674
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	170,936	160,615	172,702	

NORTHBOUND STOPS to EVERETT	Average Weekday	
	Ons	Offs
4th Ave S & S Jackson St	28	0
4th Ave & Washington St	5	0
4th Ave & Cherry St	34	0
4th Ave & Seneca St	58	1
4th Ave & Pike St	57	3
Olive Way & 6th Ave	52	1
Howell St & 9th Ave	43	1
Howell St & Yale Ave	21	2
Mountlake Terrace Freeway Station	6	112
Eastmont Park & Ride	1	150
W Casino Rd & Evergreen Way	0	28
Seaway Transit Center	0	7
Northbound Total	*306*	*306*

SOUTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Seaway Transit Center	8	0
W Casino Rd & Evergreen Way	24	0
Eastmont Park & Ride	161	1
Mountlake Terrace Freeway Station	154	3
Stewart St & 9th Ave	4	89
Stewart St & 7th Ave	3	57
5th Ave & Pine St	4	63
5th Ave & Seneca St	6	68
5th Ave & Cherry St	0	45
5th Ave & Jefferson St	4	14
5th Ave S & S Jackson St	0	27
Southbound Total	*368*	*368*
Total	*674*	*674*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

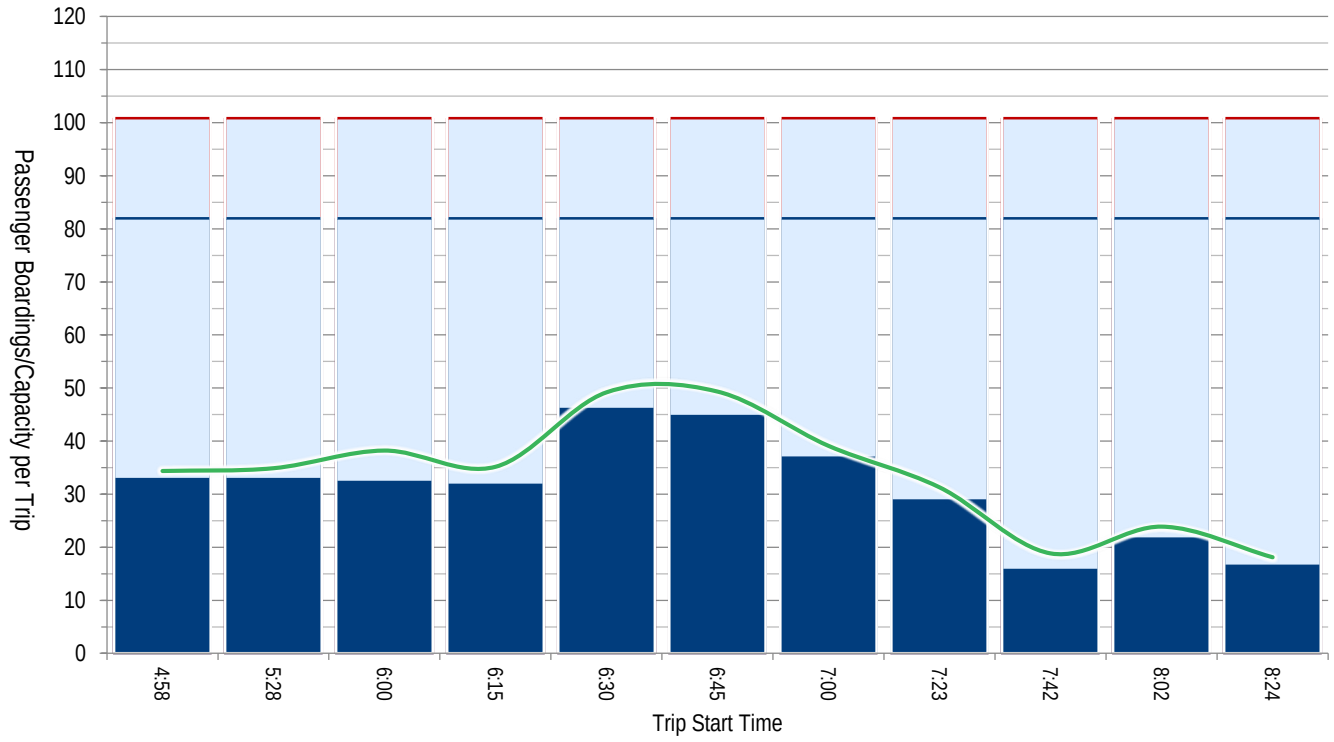


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday Southbound Average Trip Ridership & Maximum Passenger Loads



SR-522

SERVICE CHANGE HISTORY

- **June 2018:** Construction completed in Downtown Bothell
- **Sept 2018:** Stop discontinued at Bothell Way NE & NE Ballinger Way
- **Sept 2019**: 1 AM Peak trip added to alleviate overcrowding

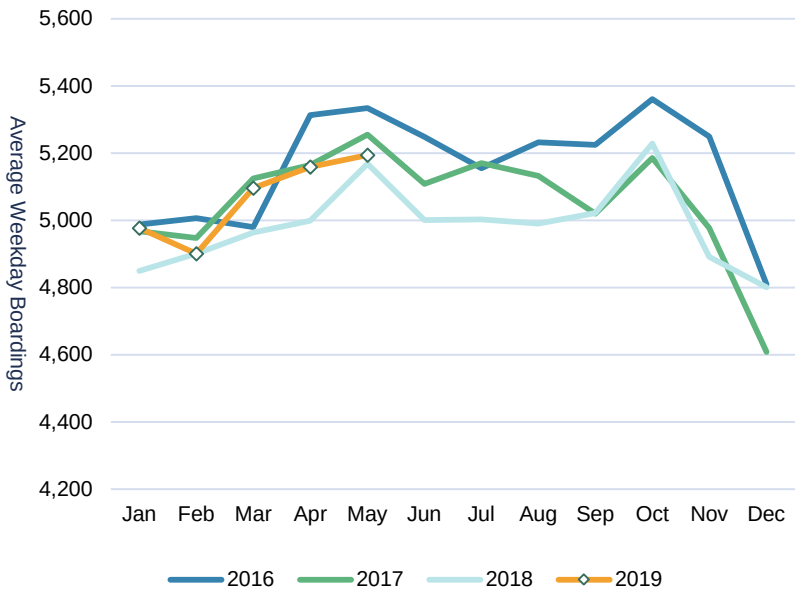
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span																						
			2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a
Wkdy	North	522						30							7-15					30			60			
	South	522					30	10-12			15					30							60			

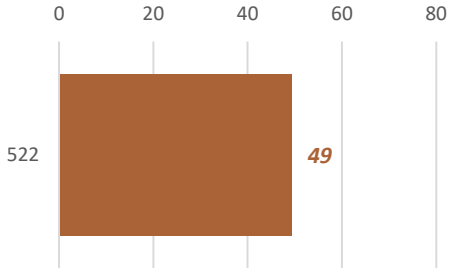
	Direction	Route	Frequency & Span																						
			2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a
Sat	North	522													30								60			
	South	522													30								60			

	Direction	Route	Frequency & Span																						
			2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a
Sun	North	522													30								60			
	South	522													30								60			

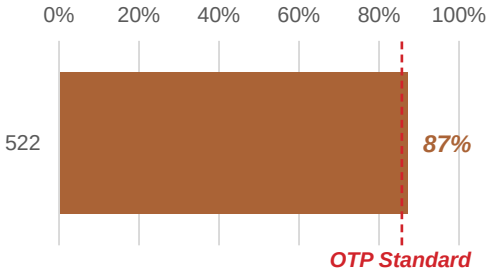
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

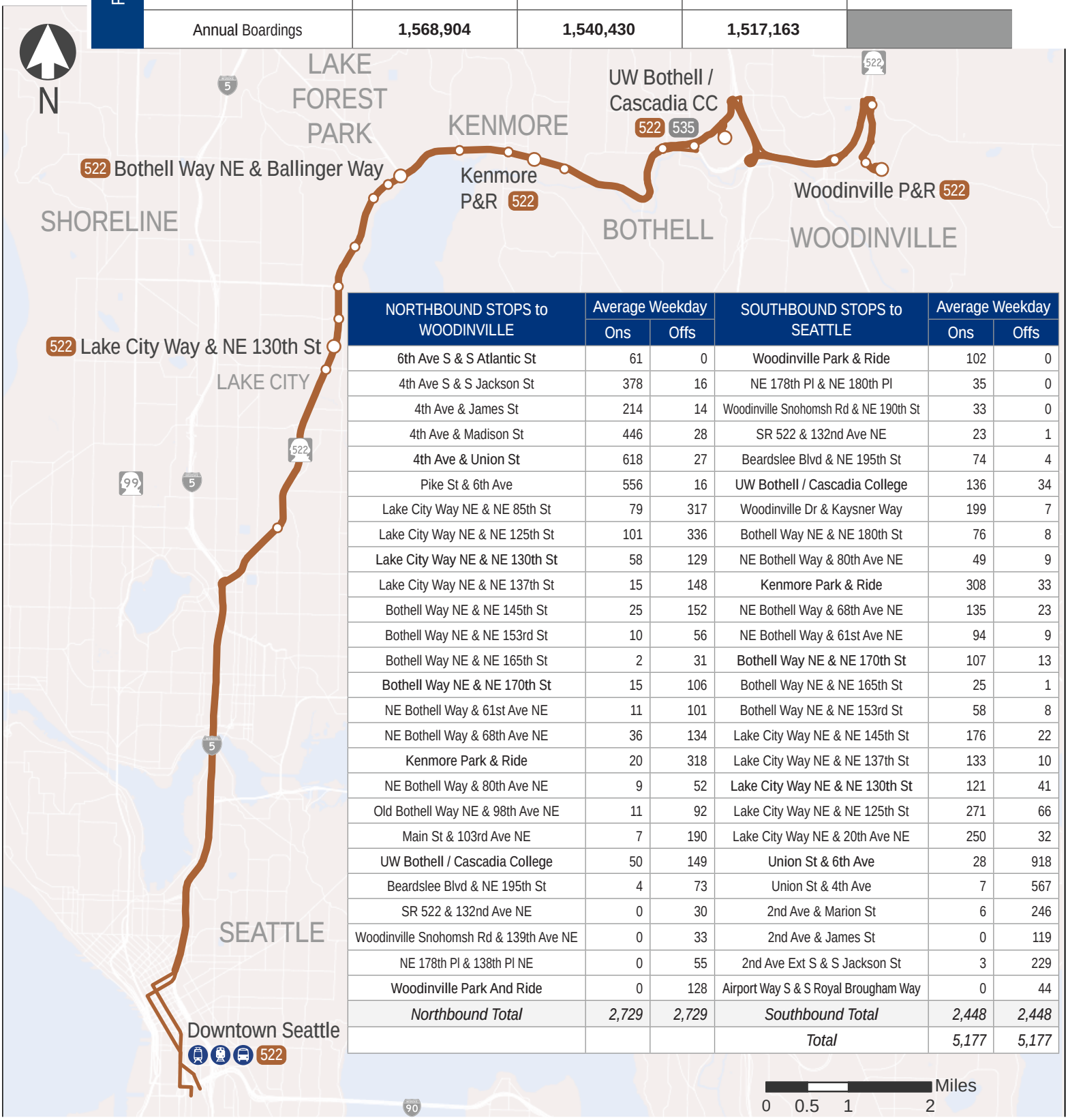
- **Route 522 -** Evaluate loads during peak periods after new trip added, shift schedules as needed to reduce overcrowding.

LONG TERM CORRIDOR OUTLOOK

- **2021 –** Northgate Link Extension opens
- **2024 –** SR 522 Stride between South Shoreline and Woodinville opens

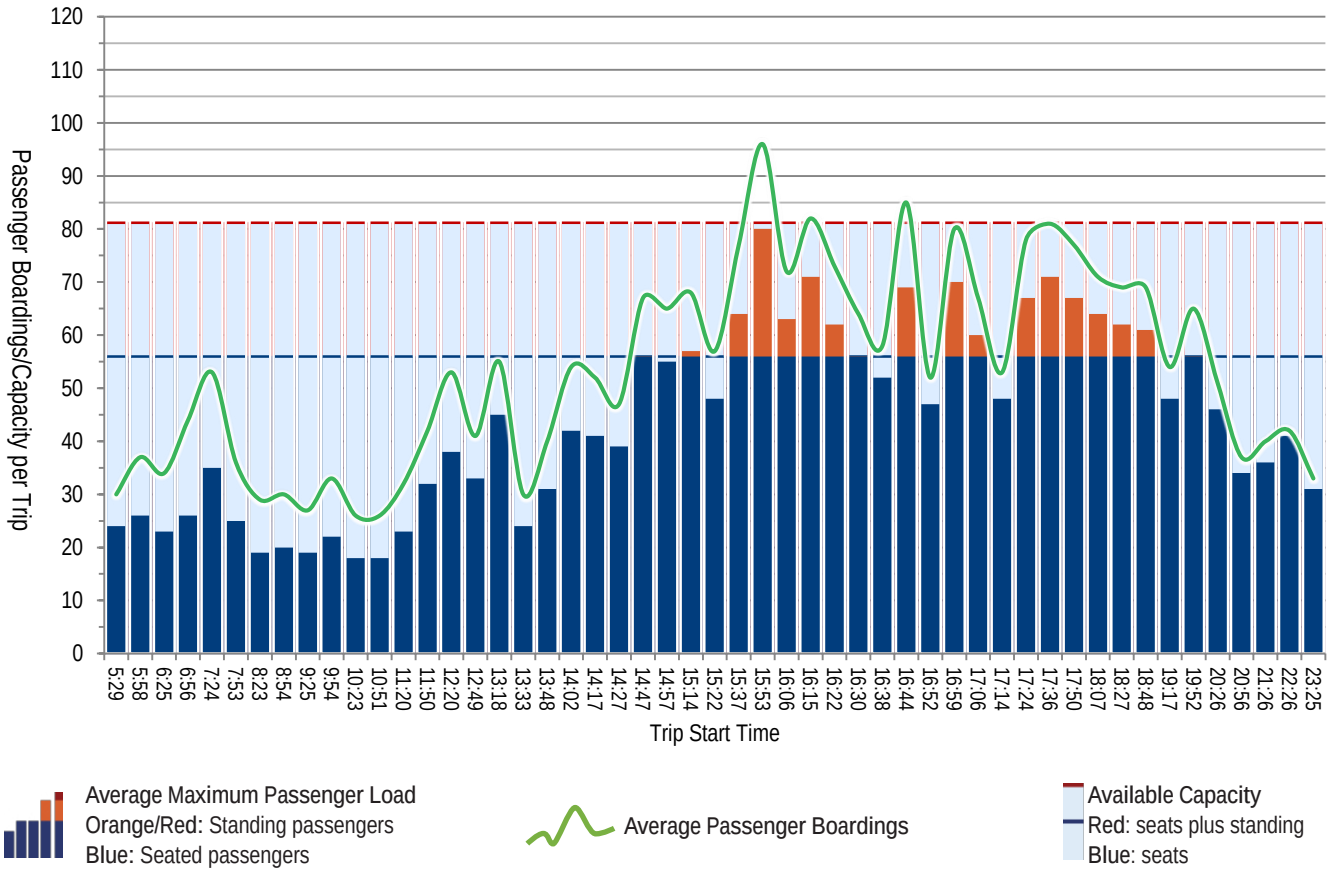
SR 522 Route 522 Woodinville - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	5,159	5,059	4,988	5,177
	Average Saturday Boardings	2,575	2,657	2,531	2,503
	Average Sunday Boardings	2,016	1,987	1,961	2,019
	Annual Boardings	1,568,904	1,540,430	1,517,163	

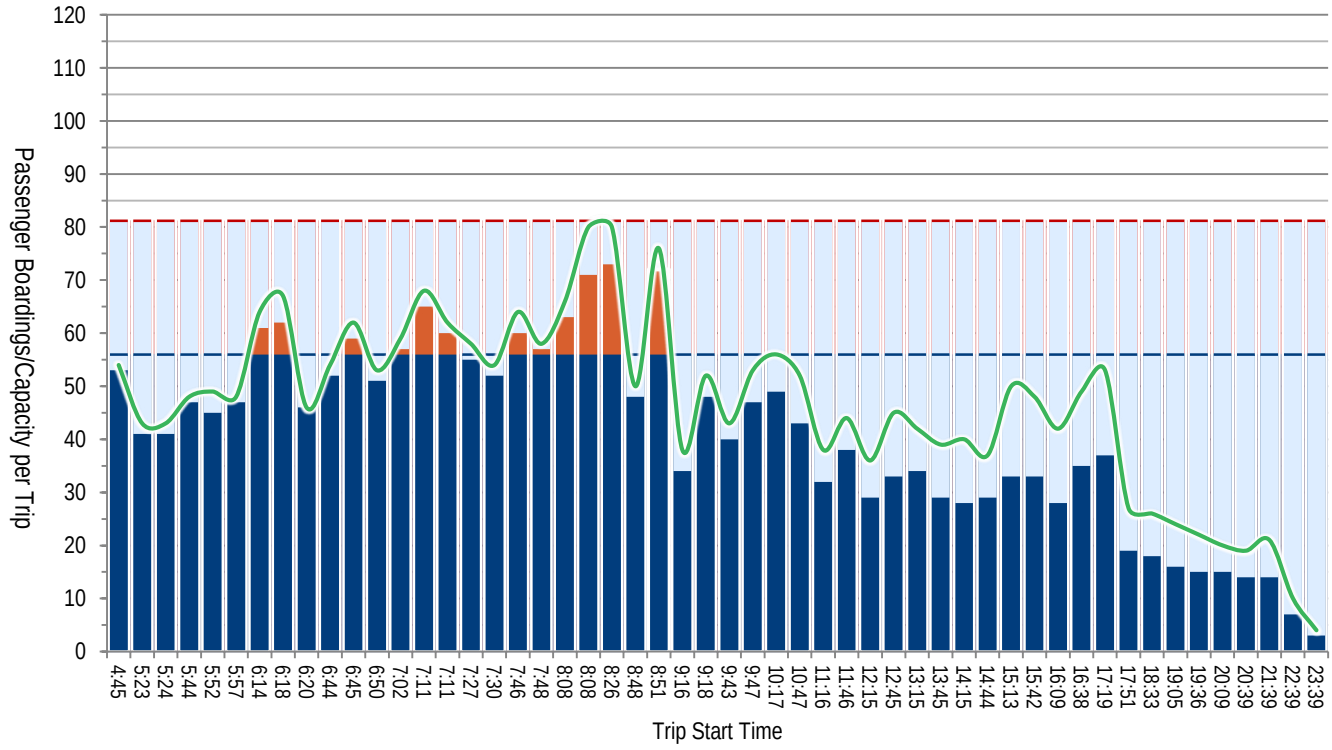


NORTHBOUND STOPS to WOODINVILLE	Average Weekday		SOUTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs		Ons	Offs
6th Ave S & S Atlantic St	61	0	Woodinville Park & Ride	102	0
4th Ave S & S Jackson St	378	16	NE 178th Pl & NE 180th Pl	35	0
4th Ave & James St	214	14	Woodinville Snohomsh Rd & NE 190th St	33	0
4th Ave & Madison St	446	28	SR 522 & 132nd Ave NE	23	1
4th Ave & Union St	618	27	Beardslee Blvd & NE 195th St	74	4
Pike St & 6th Ave	556	16	UW Bothell / Cascadia College	136	34
Lake City Way NE & NE 85th St	79	317	Woodinville Dr & Kaysner Way	199	7
Lake City Way NE & NE 125th St	101	336	Bothell Way NE & NE 180th St	76	8
Lake City Way NE & NE 130th St	58	129	NE Bothell Way & 80th Ave NE	49	9
Lake City Way NE & NE 137th St	15	148	Kenmore Park & Ride	308	33
Bothell Way NE & NE 145th St	25	152	NE Bothell Way & 68th Ave NE	135	23
Bothell Way NE & NE 153rd St	10	56	NE Bothell Way & 61st Ave NE	94	9
Bothell Way NE & NE 165th St	2	31	Bothell Way NE & NE 170th St	107	13
Bothell Way NE & NE 170th St	15	106	Bothell Way NE & NE 165th St	25	1
NE Bothell Way & 61st Ave NE	11	101	Bothell Way NE & NE 153rd St	58	8
NE Bothell Way & 68th Ave NE	36	134	Lake City Way NE & NE 145th St	176	22
Kenmore Park & Ride	20	318	Lake City Way NE & NE 137th St	133	10
NE Bothell Way & 80th Ave NE	9	52	Lake City Way NE & NE 130th St	121	41
Old Bothell Way NE & 98th Ave NE	11	92	Lake City Way NE & NE 125th St	271	66
Main St & 103rd Ave NE	7	190	Lake City Way NE & 20th Ave NE	250	32
UW Bothell / Cascadia College	50	149	Union St & 6th Ave	28	918
Beardslee Blvd & NE 195th St	4	73	Union St & 4th Ave	7	567
SR 522 & 132nd Ave NE	0	30	2nd Ave & Marion St	6	246
Woodinville Snohomsh Rd & 139th Ave NE	0	33	2nd Ave & James St	0	119
NE 178th Pl & 138th Pl NE	0	55	2nd Ave Ext S & S Jackson St	3	229
Woodinville Park And Ride	0	128	Airport Way S & S Royal Brougham Way	0	44
Northbound Total	*2,729*	*2,729*	*Southbound Total*	*2,448*	*2,448*
			Total	*5,177*	*5,177*

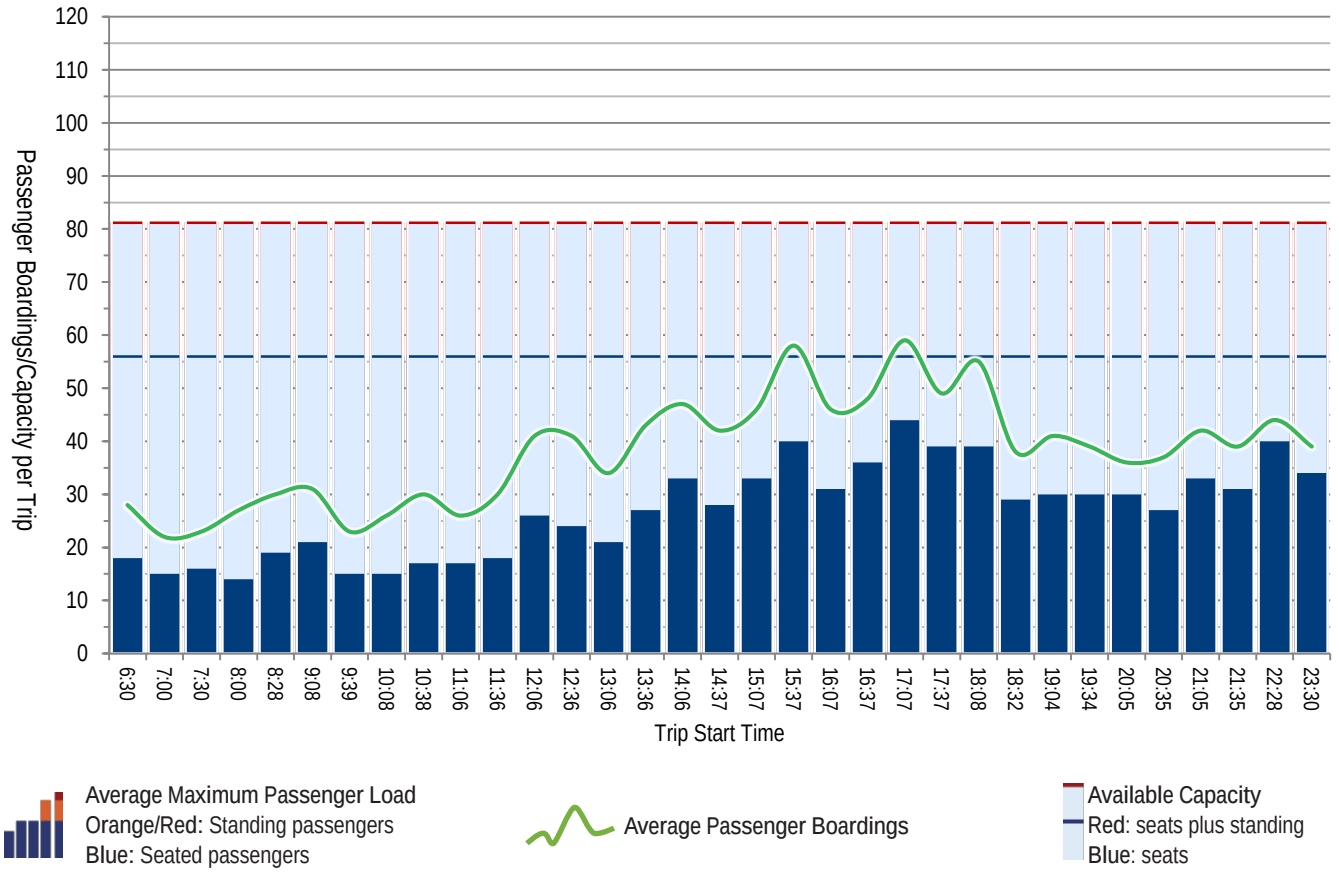
Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



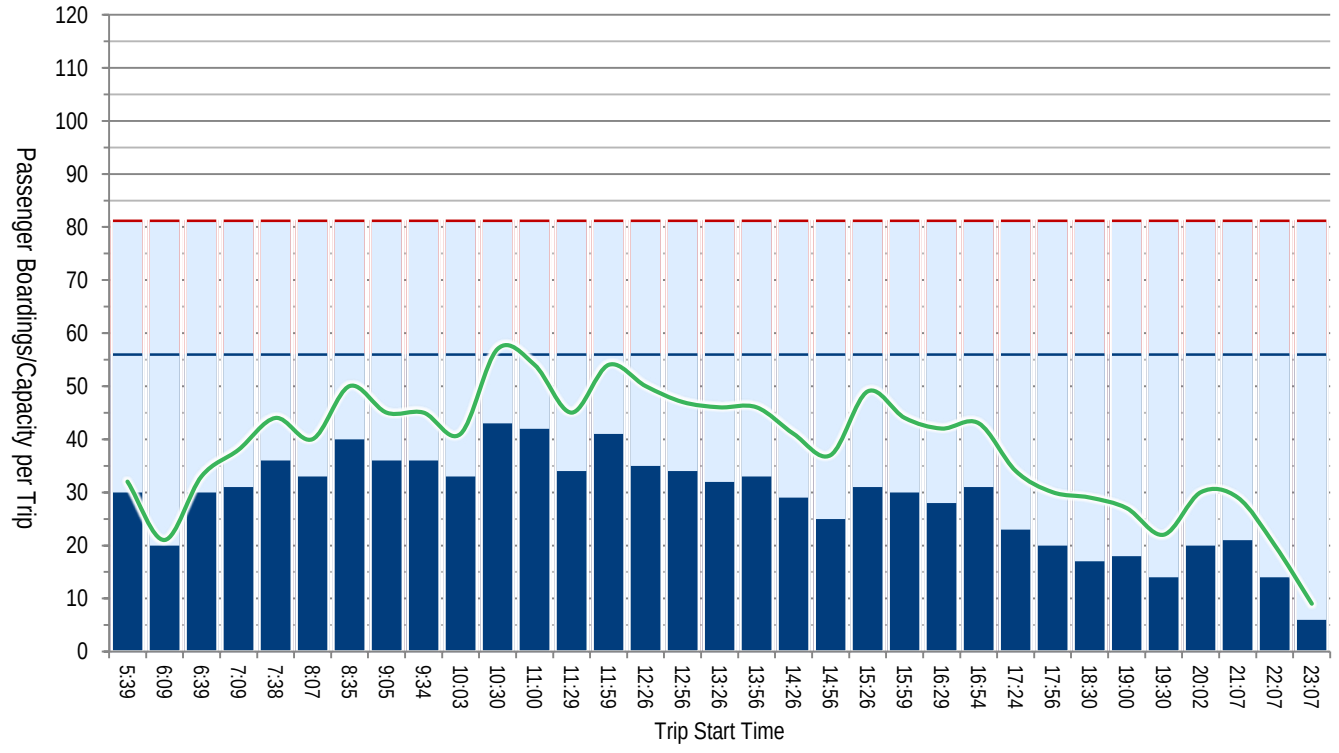
Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



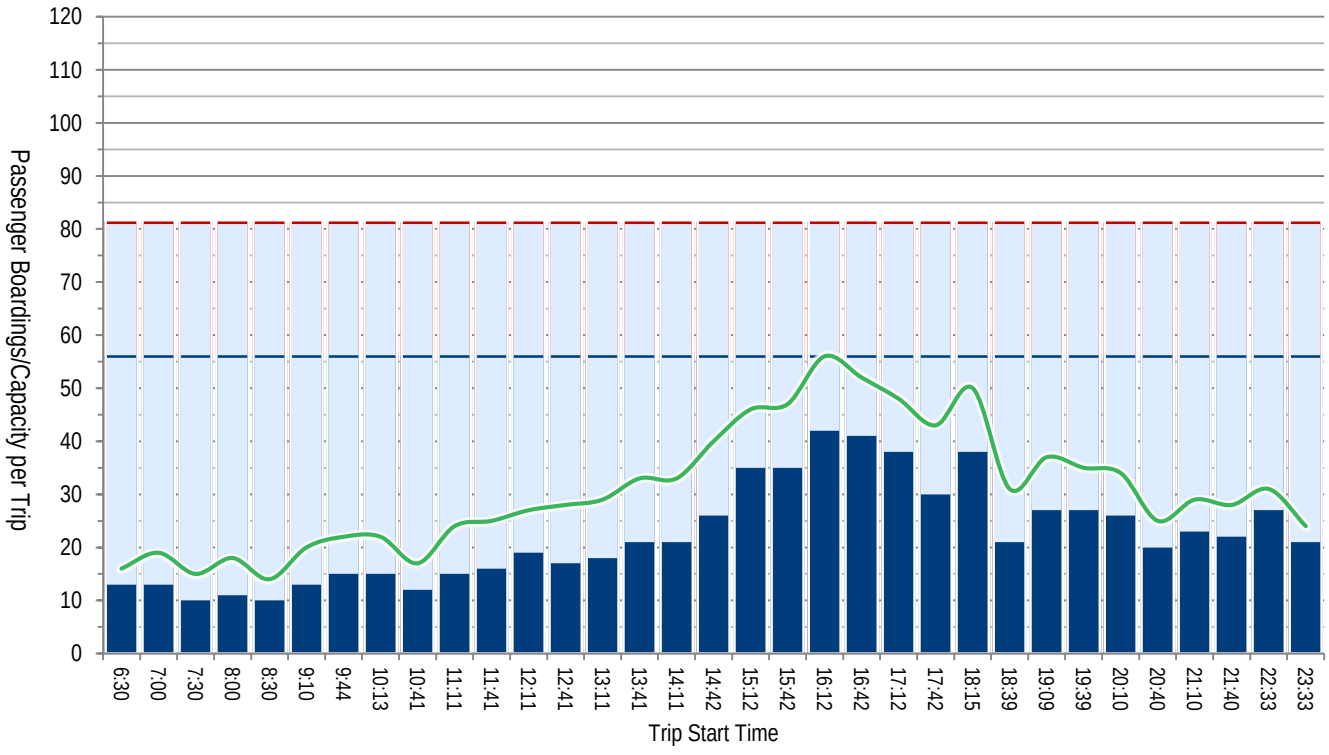
Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday

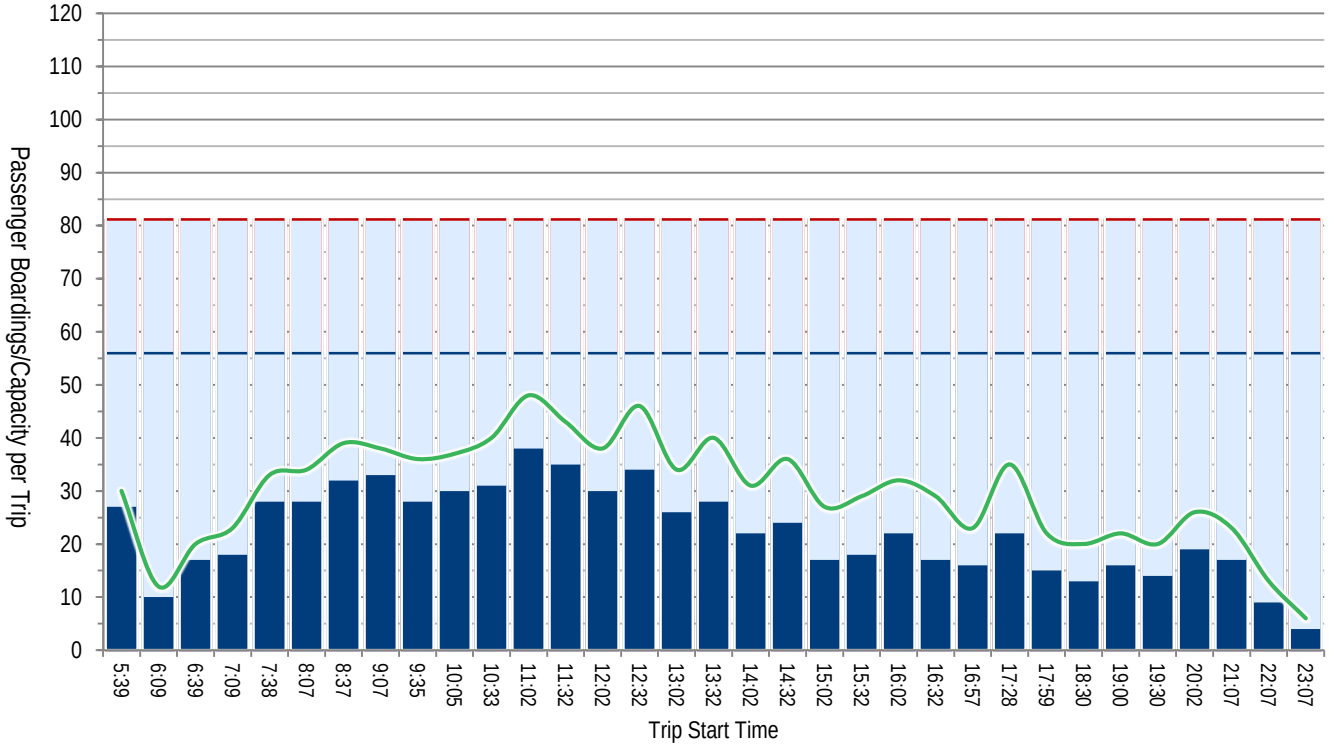


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

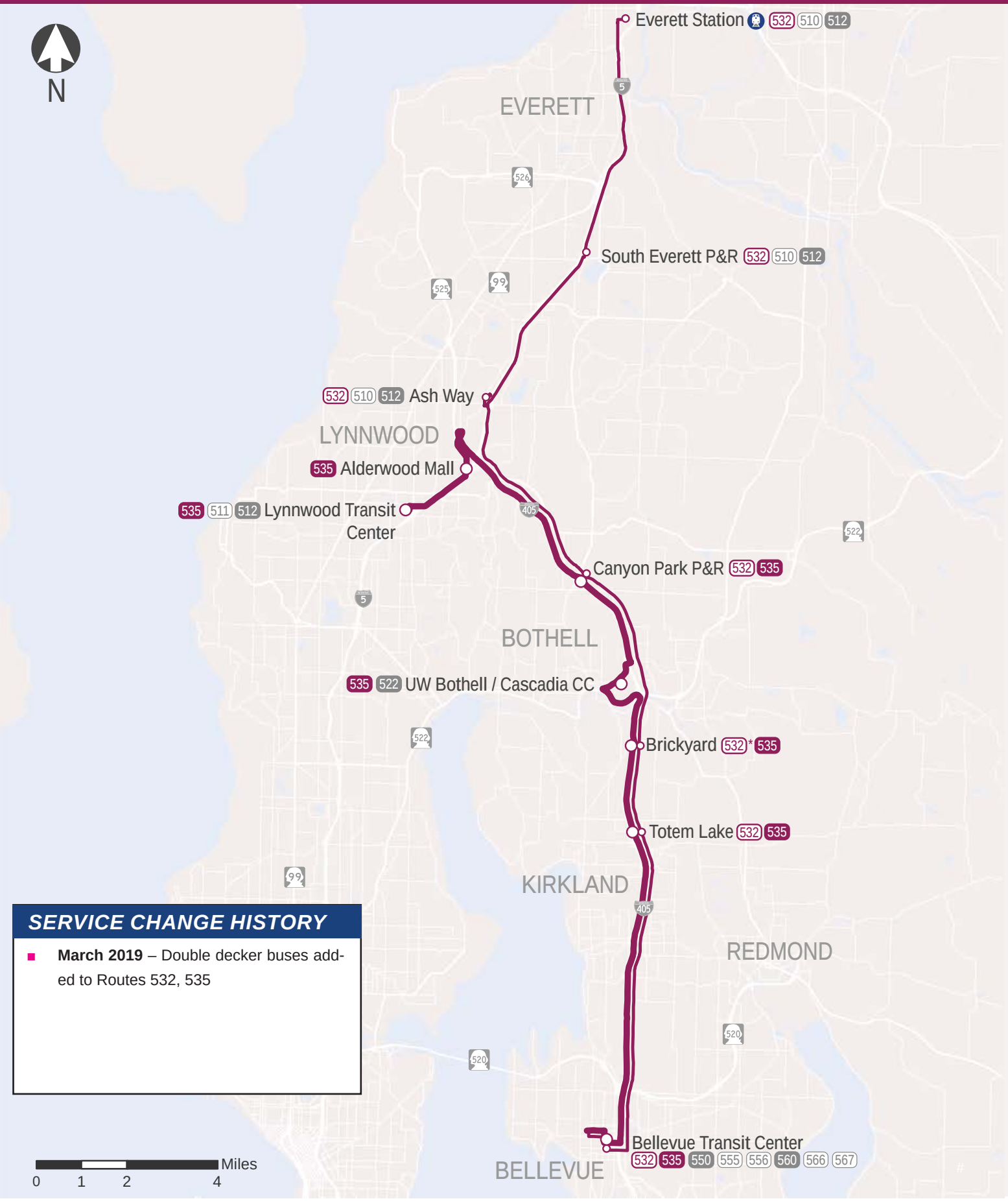
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



I-405 North



SERVICE CHANGE HISTORY

- **March 2019** – Double decker buses added to Routes 532, 535

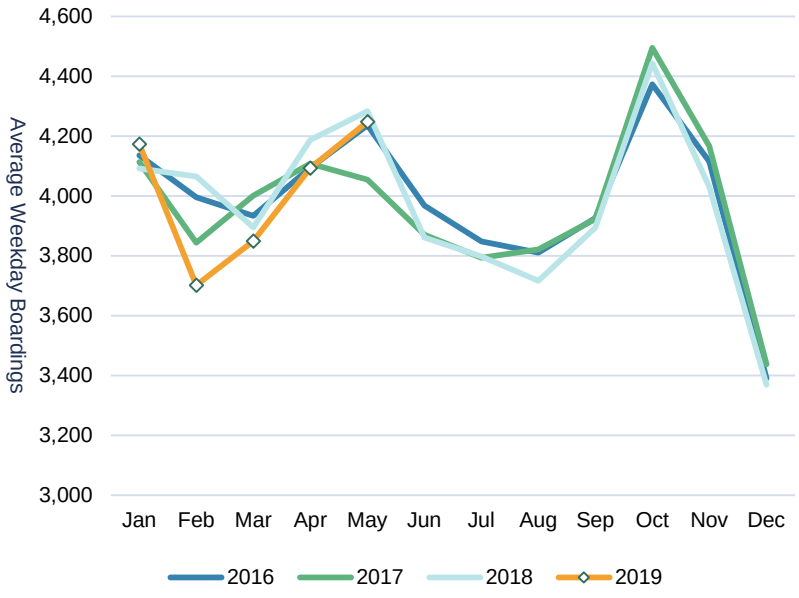
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span
			2a 3a 4a 5a 6a 7a 8a 9a 10a 11a 12p 1p 2p 3p 4p 5p 6p 7p 8p 9p 10p 11p 12a 1a
Weekday	North	532	30 — 30 — 10-15 — 30
		535	30 — 60
	South	532	20-30 — 10 — 20-30 — 30
		535	30 — 60

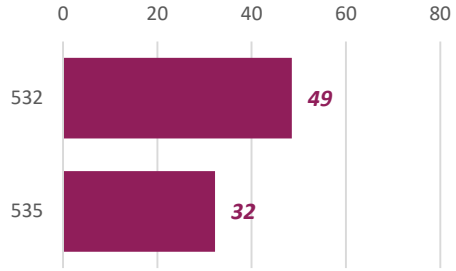
	Direction	Route	Frequency & Span
			2a 3a 4a 5a 6a 7a 8a 9a 10a 11a 12p 1p 2p 3p 4p 5p 6p 7p 8p 9p 10p 11p 12a 1a
Sat	North	535	60
	South	535	60

	Direction	Route	Frequency & Span
			2a 3a 4a 5a 6a 7a 8a 9a 10a 11a 12p 1p 2p 3p 4p 5p 6p 7p 8p 9p 10p 11p 12a 1a
Sun	North		No Sunday Service in Corridor
	South		

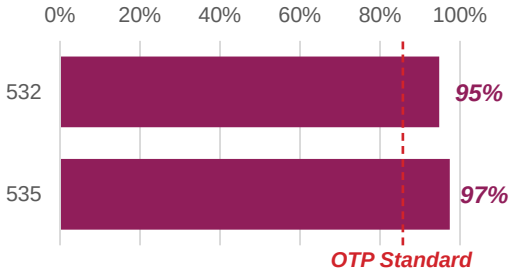
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

- Route 532 - Evaluate passenger loads with the introduction of double deckers along corridor. Shift schedules and trips as needed to better align with passenger demand.

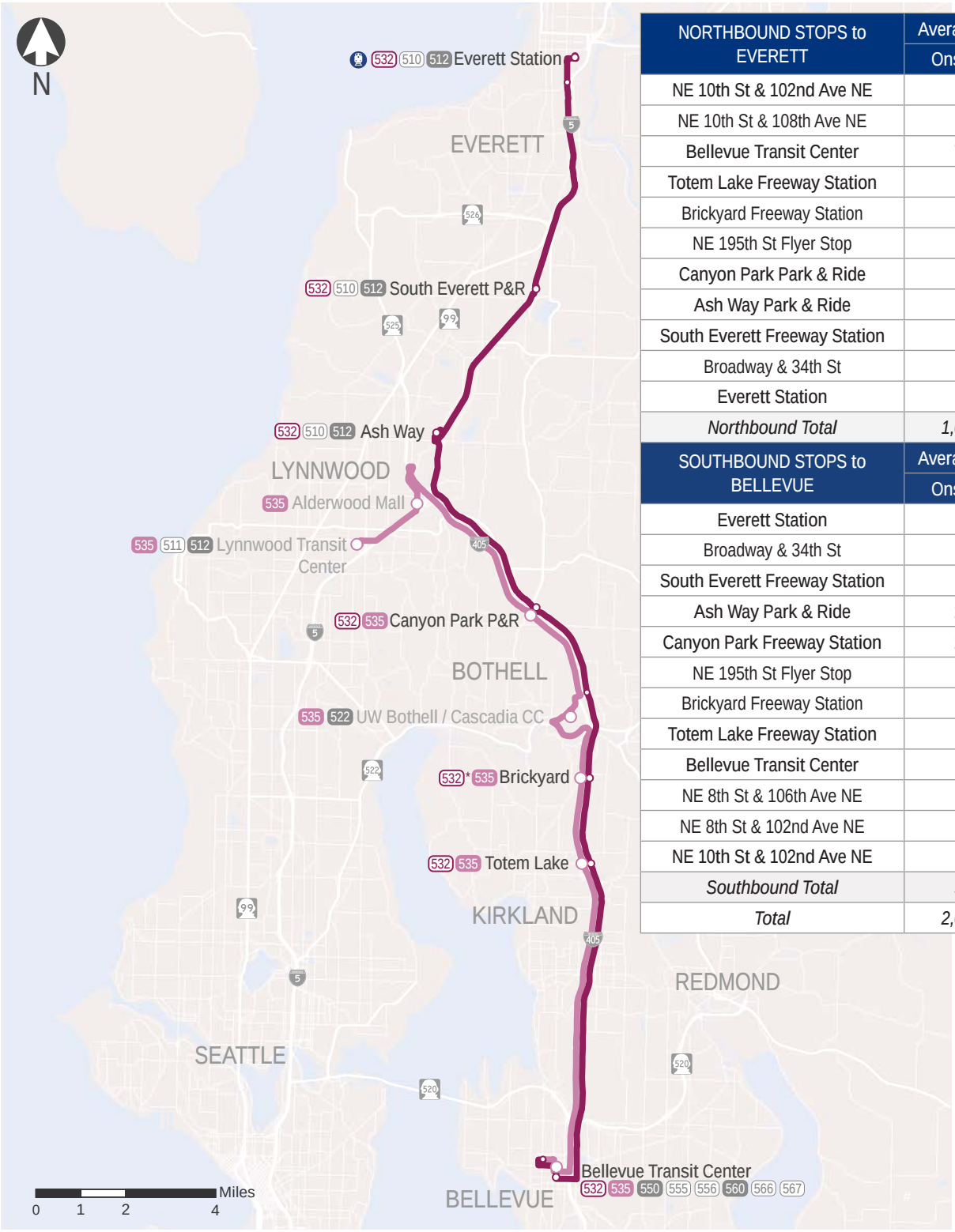
LONG TERM CORRIDOR OUTLOOK

- **2024 -** Stride between Lynnwood and Bellevue opens
- **2036 -** Everett Link Extension scheduled to open

I-405 North

Route 532 Everett - Bellevue

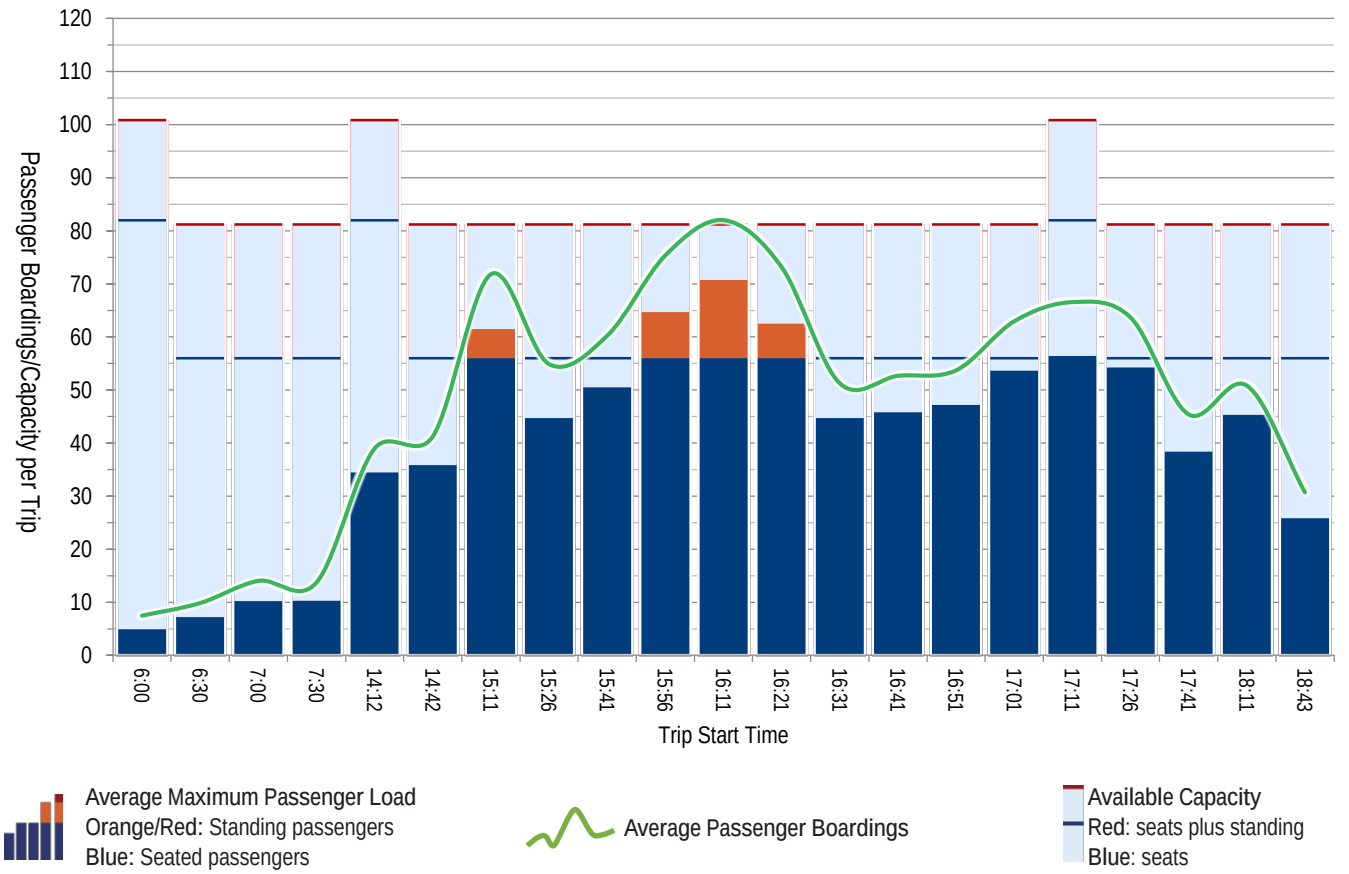
		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	2,083	2,052	2,034	2,008
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	531,172	521,334	518,695	



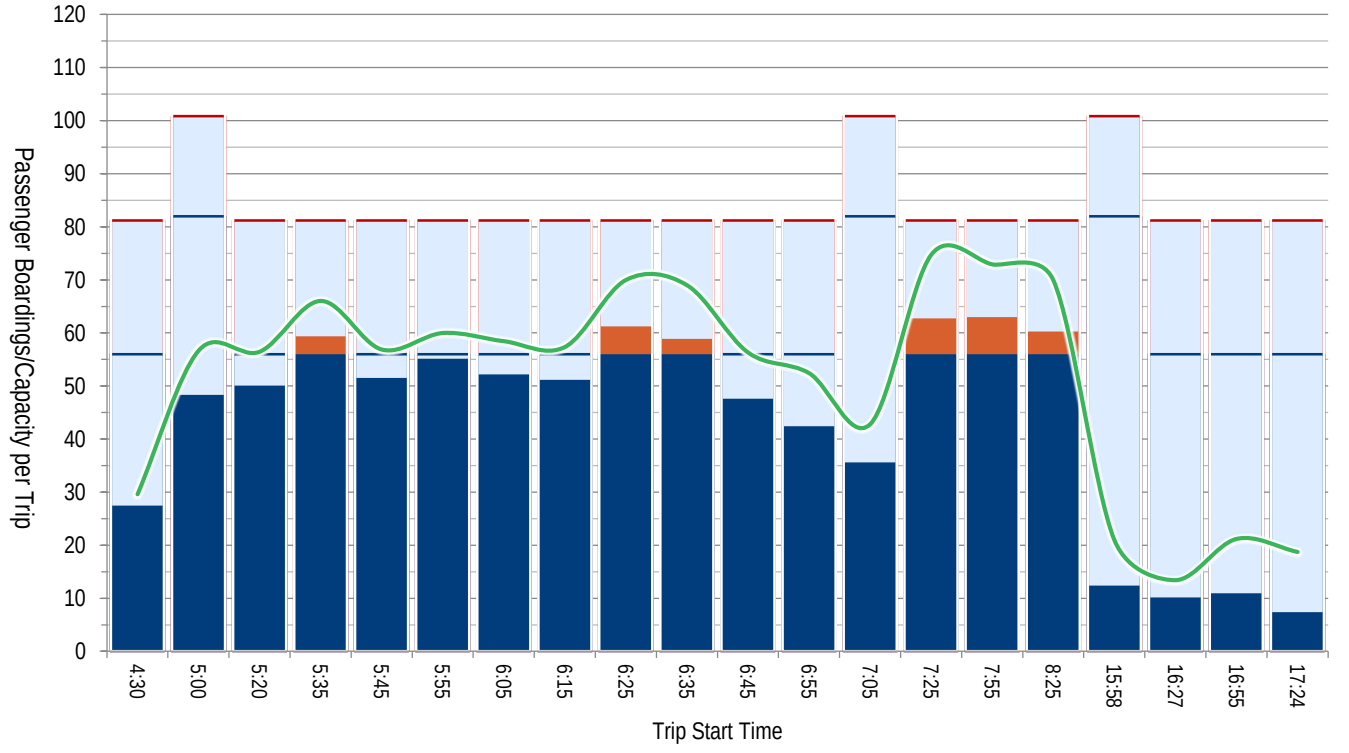
NORTHBOUND STOPS to EVERETT	Average Weekday	
	Ons	Offs
NE 10th St & 102nd Ave NE	52	0
NE 10th St & 108th Ave NE	96	1
Bellevue Transit Center	706	5
Totem Lake Freeway Station	92	156
Brickyard Freeway Station	2	0
NE 195th St Flyer Stop	1	5
Canyon Park Park & Ride	36	339
Ash Way Park & Ride	28	275
South Everett Freeway Station	4	107
Broadway & 34th St	0	13
Everett Station	0	116
Northbound Total	*1,018*	*1,018*

SOUTHBOUND STOPS to BELLEVUE	Average Weekday	
	Ons	Offs
Everett Station	133	0
Broadway & 34th St	20	1
South Everett Freeway Station	115	3
Ash Way Park & Ride	299	16
Canyon Park Freeway Station	289	38
NE 195th St Flyer Stop	6	2
Brickyard Freeway Station	2	1
Totem Lake Freeway Station	122	92
Bellevue Transit Center	4	757
NE 8th St & 106th Ave NE	0	46
NE 8th St & 102nd Ave NE	0	11
NE 10th St & 102nd Ave NE	0	23
Southbound Total	*990*	*990*
Total	*2,008*	*2,008*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



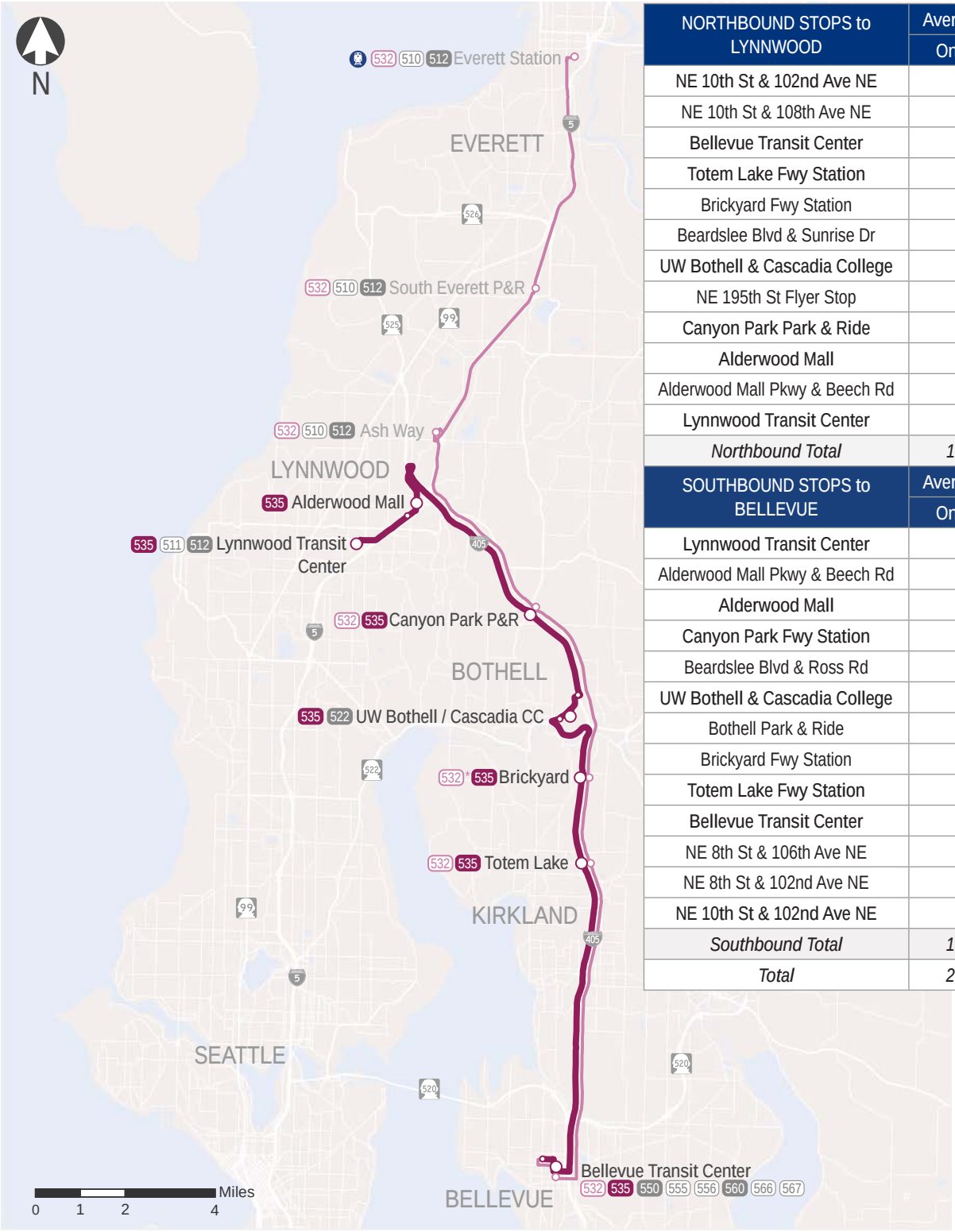
Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



I-405 North

Route 535 Lynnwood - Bellevue

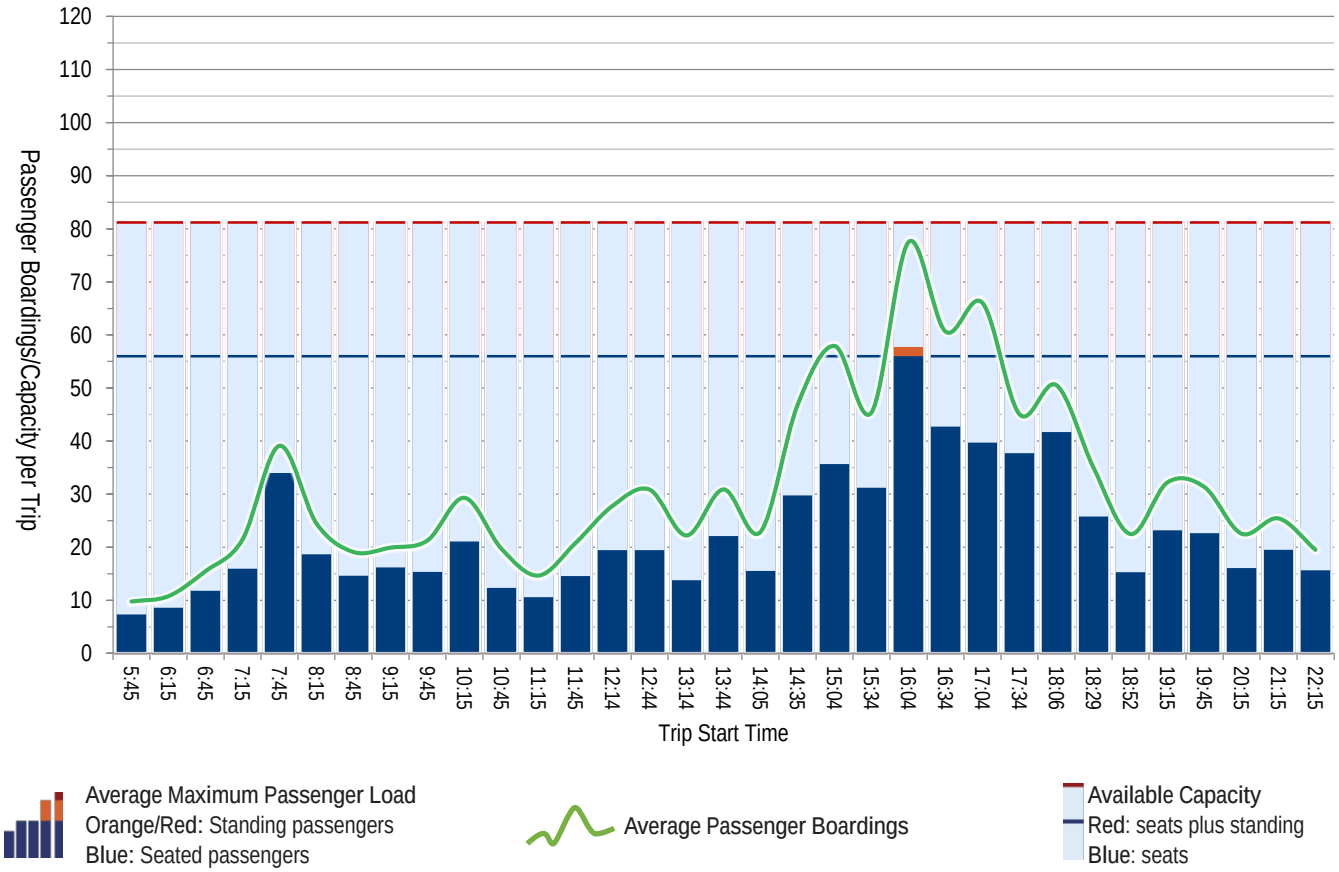
Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	1,901	1,921	1,941	2,162
Average Saturday Boardings	532	547	545	610
Average Sunday Boardings	N/A	N/A	N/A	N/A
Annual Boardings	512,940	516,330	523,373	



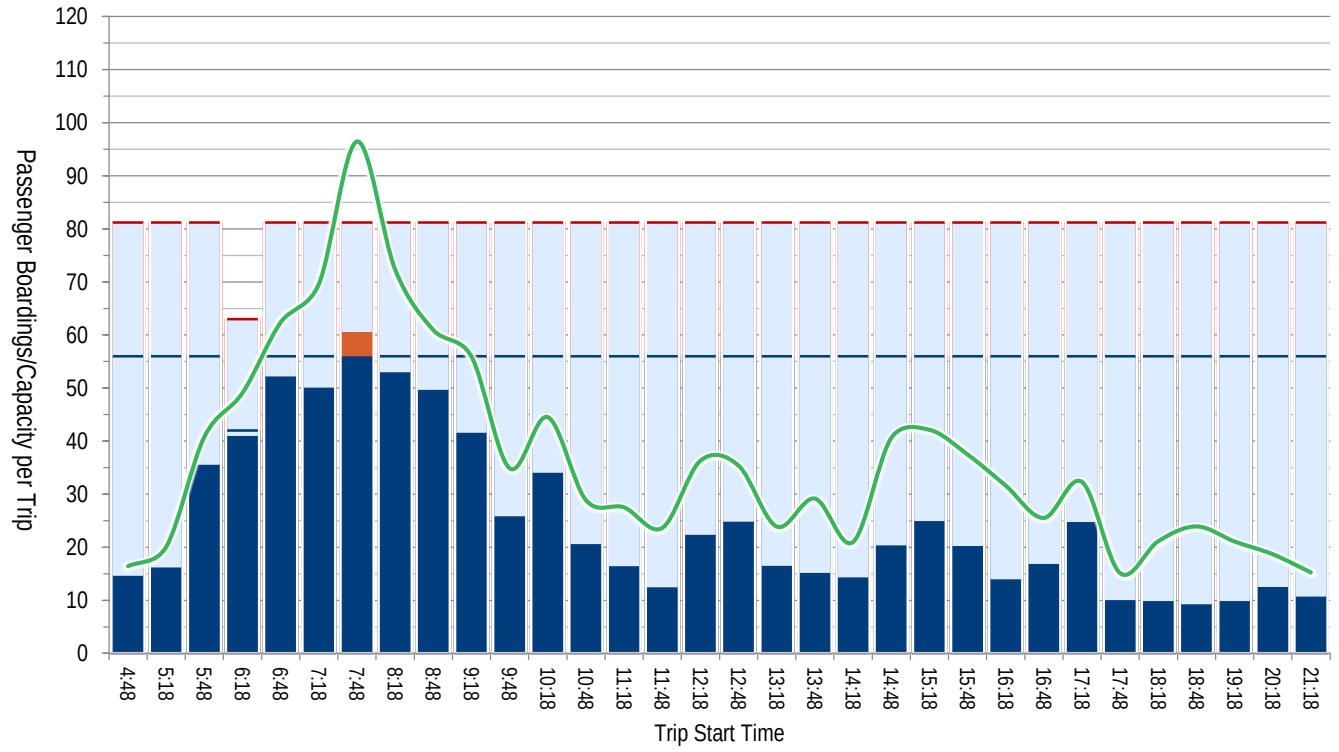
NORTHBOUND STOPS to LYNNWOOD	Average Weekday	
	Ons	Offs
NE 10th St & 102nd Ave NE	70	0
NE 10th St & 108th Ave NE	35	1
Bellevue Transit Center	614	10
Totem Lake Fwy Station	80	133
Brickyard Fwy Station	20	116
Beardslee Blvd & Sunrise Dr	15	110
UW Bothell & Cascadia College	172	166
NE 195th St Flyer Stop	23	20
Canyon Park Park & Ride	25	130
Alderwood Mall	6	119
Alderwood Mall Pkwy & Beech Rd	3	23
Lynnwood Transit Center	0	235
Northbound Total	*1,064*	*1,064*

SOUTHBOUND STOPS to BELLEVUE	Average Weekday	
	Ons	Offs
Lynnwood Transit Center	328	0
Alderwood Mall Pkwy & Beech Rd	32	3
Alderwood Mall	95	4
Canyon Park Fwy Station	131	26
Beardslee Blvd & Ross Rd	40	30
UW Bothell & Cascadia College	155	182
Bothell Park & Ride	92	9
Brickyard Fwy Station	103	19
Totem Lake Fwy Station	116	67
Bellevue Transit Center	6	671
NE 8th St & 106th Ave NE	0	28
NE 8th St & 102nd Ave NE	0	19
NE 10th St & 102nd Ave NE	0	41
Southbound Total	*1,098*	*1,098*
Total	*2,162*	*2,162*

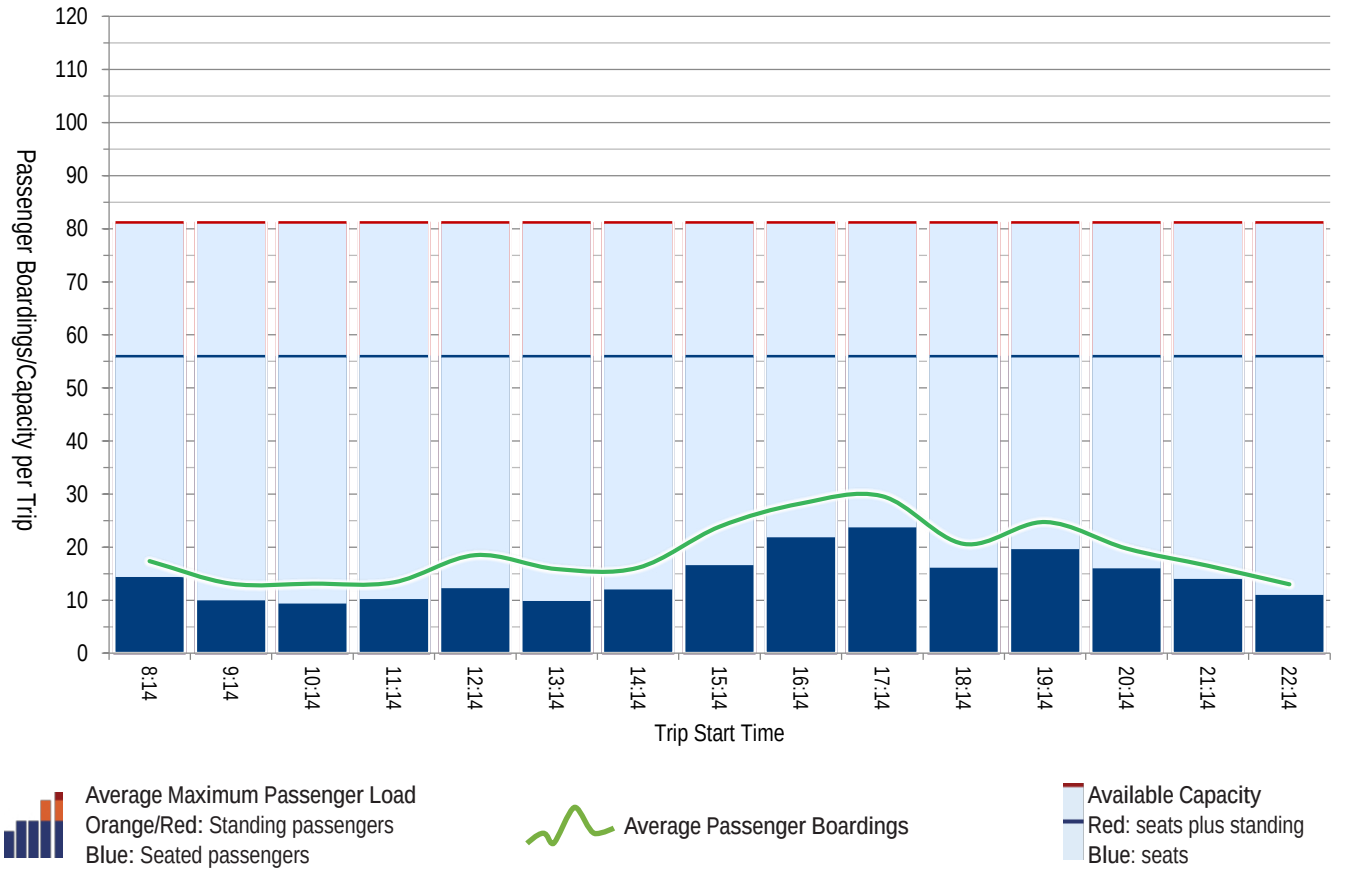
Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



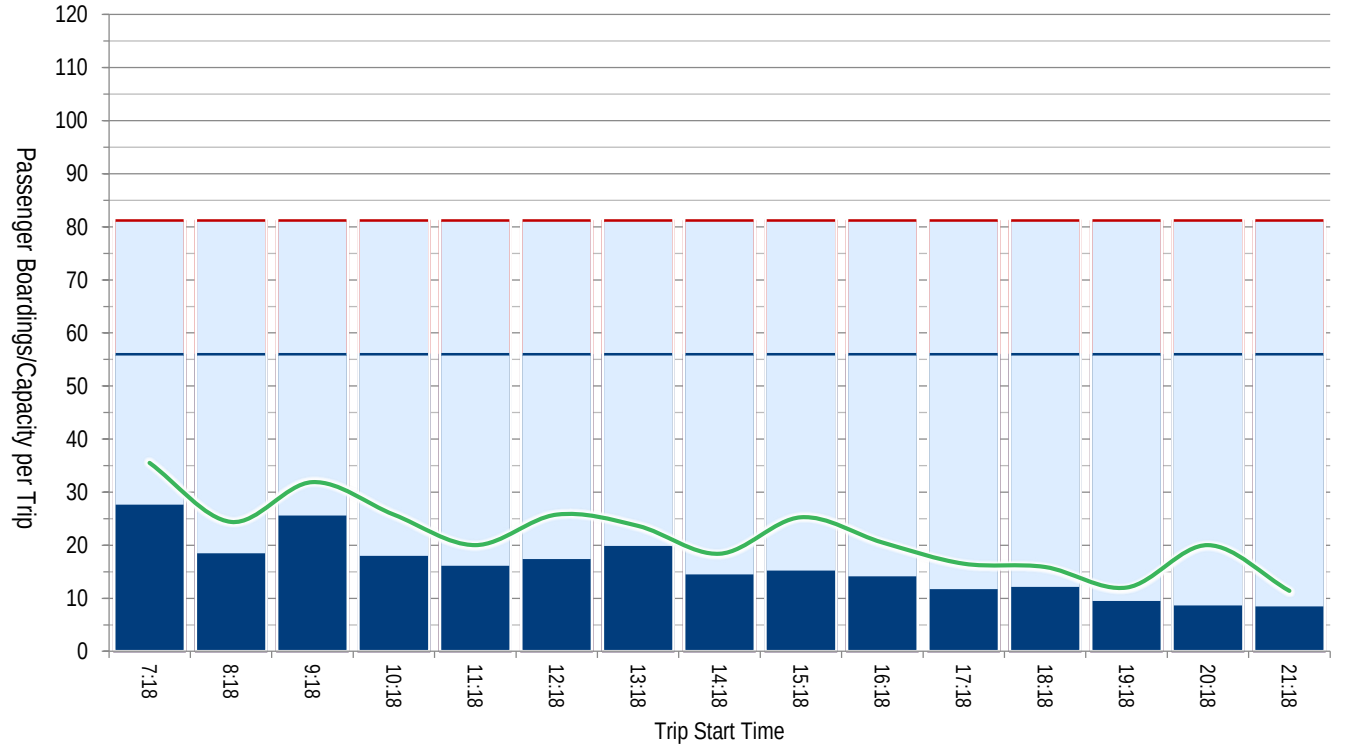
Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday

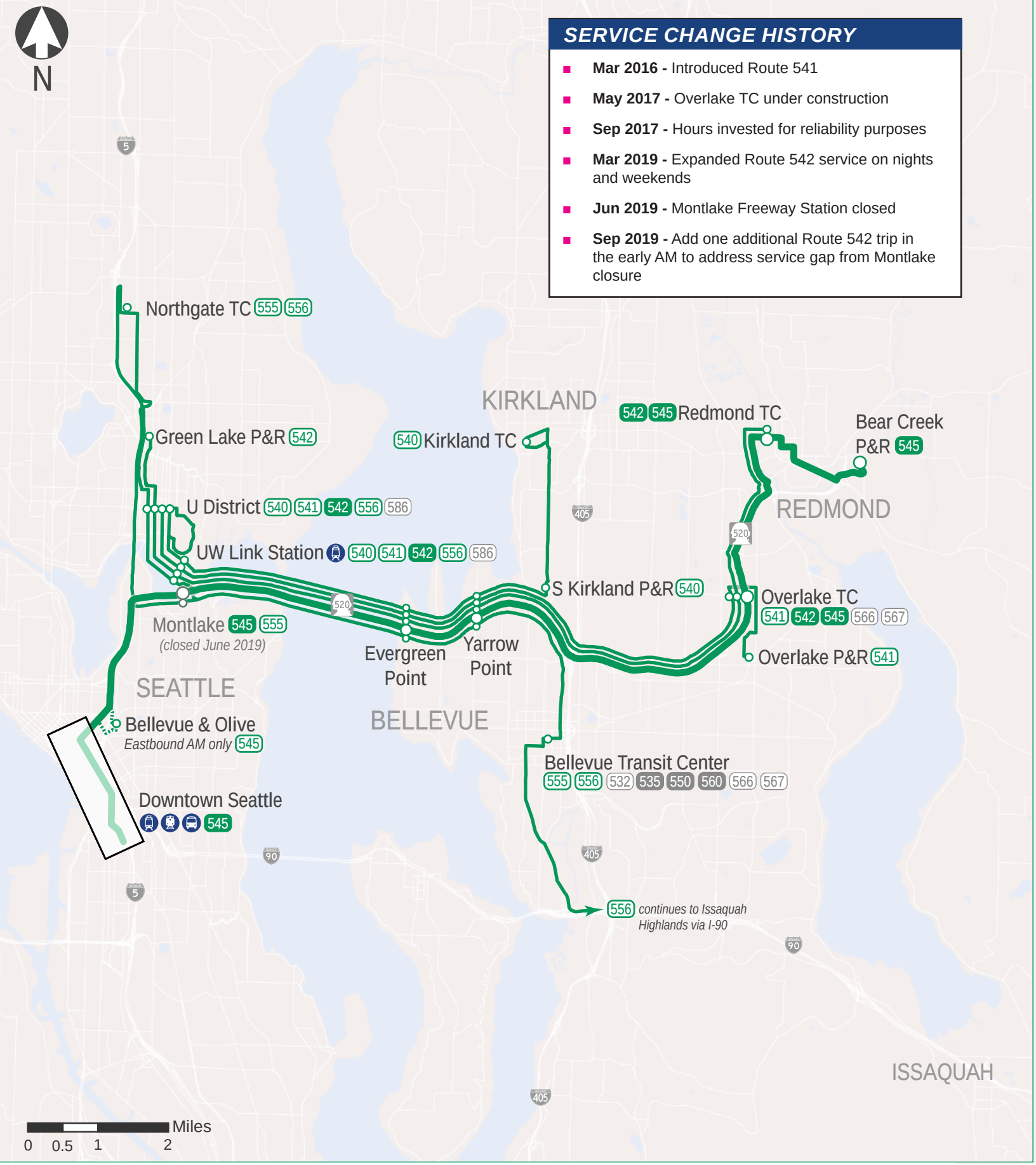


Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



No Sunday service operated on Route 535

SR 520


N
SERVICE CHANGE HISTORY
Mar 2016 - Introduced Route 541
May 2017 - Overlake TC under construction
Sep 2017 - Hours invested for reliability purposes
Mar 2019 - Expanded Route 542 service on nights and weekends
Jun 2019 - Montlake Freeway Station closed
Sep 2019 - Add one additional Route 542 trip in the early AM to address service gap from Montlake closure
Northgate TC 555 556
Green Lake P&R 542
U District 540 541 542 556 586
UW Link Station 540 541 542 556 586
Montlake 545 555
(closed June 2019)
SEATTLE
Bellevue & Olive
Eastbound AM only 545
Downtown Seattle
545
KIRKLAND
540 Kirkland TC
Evergreen Point
Yarrow Point
S Kirkland P&R 540
542 545 Redmond TC
Bear Creek P&R 545
REDMOND
Overlake TC
541 542 545 566 567
Overlake P&R 541
BELLEVUE
Bellevue Transit Center
555 556 532 535 550 560 566 567
556 continues to Issaquah Highlands via I-90
ISSAQUAH
Miles
0 0.5 1 2

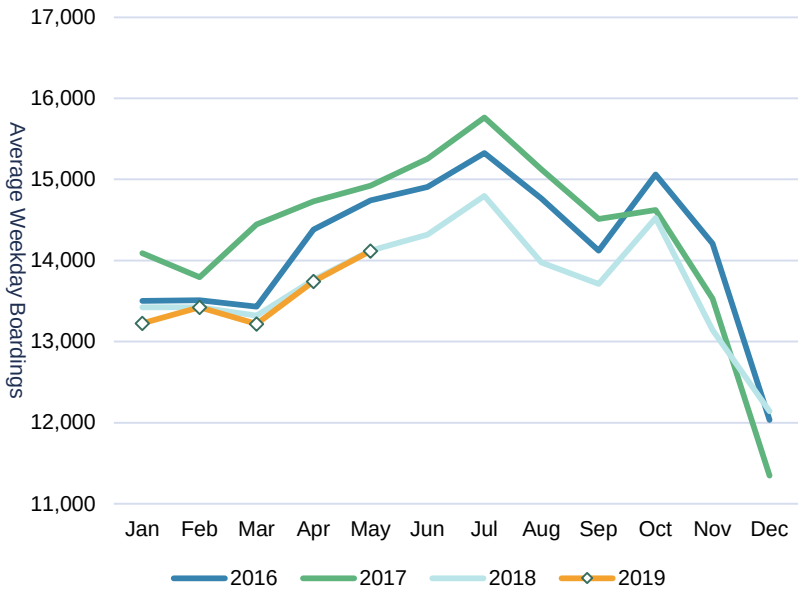
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span
Weekday	East	540	23-30 | 24-30
		541	20 | 20
		542	15-20 | 30 | 15-20 | 30
		545	20-30 | 5 - 10 | 15 | 5 - 10 | 15-20 | 30
		555 / 556	30 (555) | 30 (556)
	West	540	23-30 | 25-30
		541	20 | 20
		542	20 | 15 | 30 | 20 | 30
		545	20-30 | 5 - 10 | 15 | 10 | 15 | 30
		555 / 556	30 (556) | 30 (555)

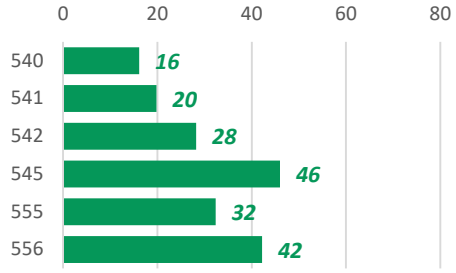
	Direction	Route	Frequency & Span
Sat	East	542	30 | 60
		545	30 | 60
	West	542	30
		545	30 | 60

	Direction	Route	Frequency & Span
Sun	East	542	30 | 60
		545	30 | 60
	West	542	30
		545	30 | 60

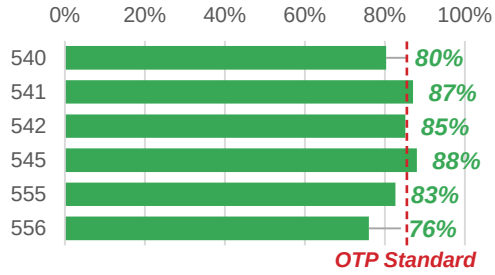
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

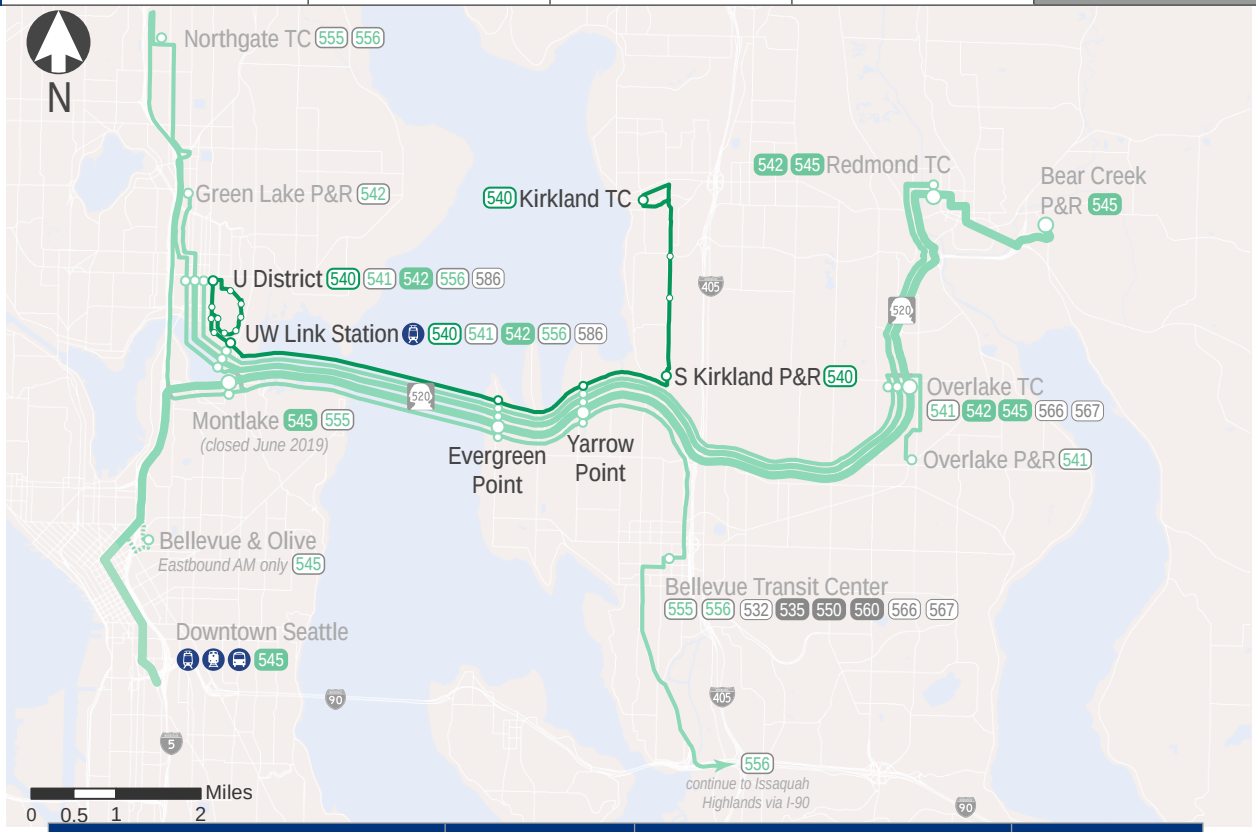
- Route 540/541 - Discontinue Service
- Route 544 - Introduce new route from Overlake P&R to South Lake Union
- Route 542/545 - Evaluate passenger loads and shift resources to address overcrowding
- Route 545 - Discontinue service to Overlake TC bus loop after noon (service remains at SR 520/NE 40th)

LONG TERM CORRIDOR OUTLOOK

- **2023 –** East Link opens, connecting Redmond to Seattle via Bellevue
- **2024 –** Downtown Redmond Link opens
- **2041 –** Issaquah - South Kirkland Link opens

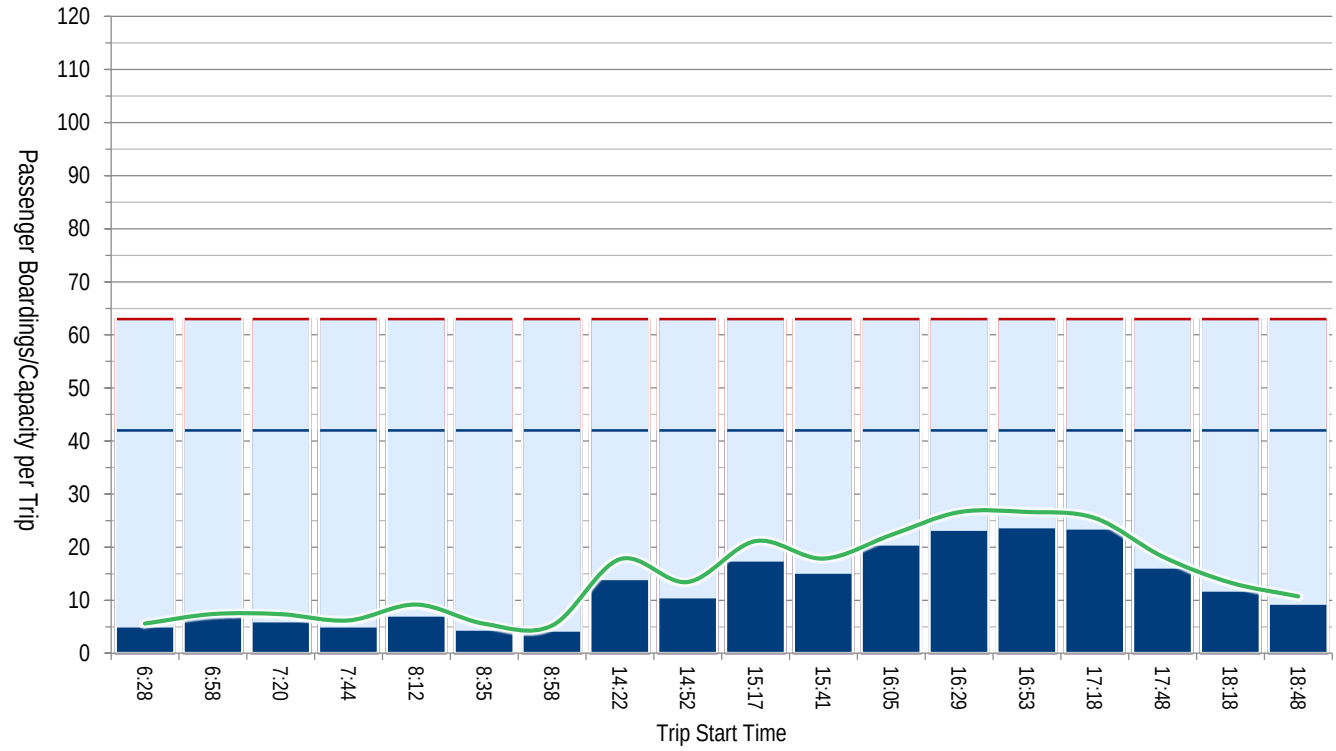
SR 520 Route 540 Kirkland - U District

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	631	598	583	552
Average Saturday Boardings	N/A	N/A	N/A	N/A
Average Sunday Boardings	N/A	N/A	N/A	N/A
Annual Boardings	160,862	151,869	148,773	



EASTBOUND STOPS to KIRKLAND	Average Weekday Ons	Offs	WESTBOUND STOPS to UNIVERSITY DISTRICT	Average Weekday Ons	Offs
Stevens Way & Memorial Way	19	0	Kirkland Transit Center	58	0
Stevens Way & Pend Oreille Rd	23	3	6th St S & 9th Ave S	24	1
Stevens Way & Benton Ln	19	3	108th Ave NE & NE 58th St	6	0
Stevens Way & Rainier Vista	5	5	South Kirkland Park & Ride	139	2
W Stevens Way NE & Okanogan Ln	4	4	SR 520 & 92nd Ave NE	26	6
Stevens Way & George Washington Ln	17	4	Evergreen Point Fwy Station	8	2
15th Ave NE & NE 40th St	31	3	Montlake Blvd E & E Shelby St	1	6
NE Pacific St & 15th Ave NE	22	1	University of Washington Link Station	23	135
University of Washington Link Station	67	4	15th Ave NE & NE Pacific St	3	26
Montlake Blvd E & E Lake Washington Bl	6	1	15th Ave NE & NE 40th St	1	46
Evergreen Point Fwy Station	34	10	15th Ave NE & NE 42nd St	1	9
SR 520 & 92nd Ave NE	6	4	Stevens Way & Memorial Way	4	2
South Kirkland Park & Ride	5	132	Stevens Way & Pend Oreille Rd	1	4
108th Ave NE & NE 58th St	0	7	Stevens Way & Benton Ln	0	1
6th St S & NE 68th St	0	23	Stevens Way & Rainier Vista	0	2
Kirkland Transit Center	0	54	Stevens Way & George Washington Ln	0	1
			15th Ave NE & NE Campus Pkwy	0	51
Eastbound Total	*258*	*258*	*Westbound Total*	*294*	*294*
			Total	*552*	*552*

Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday

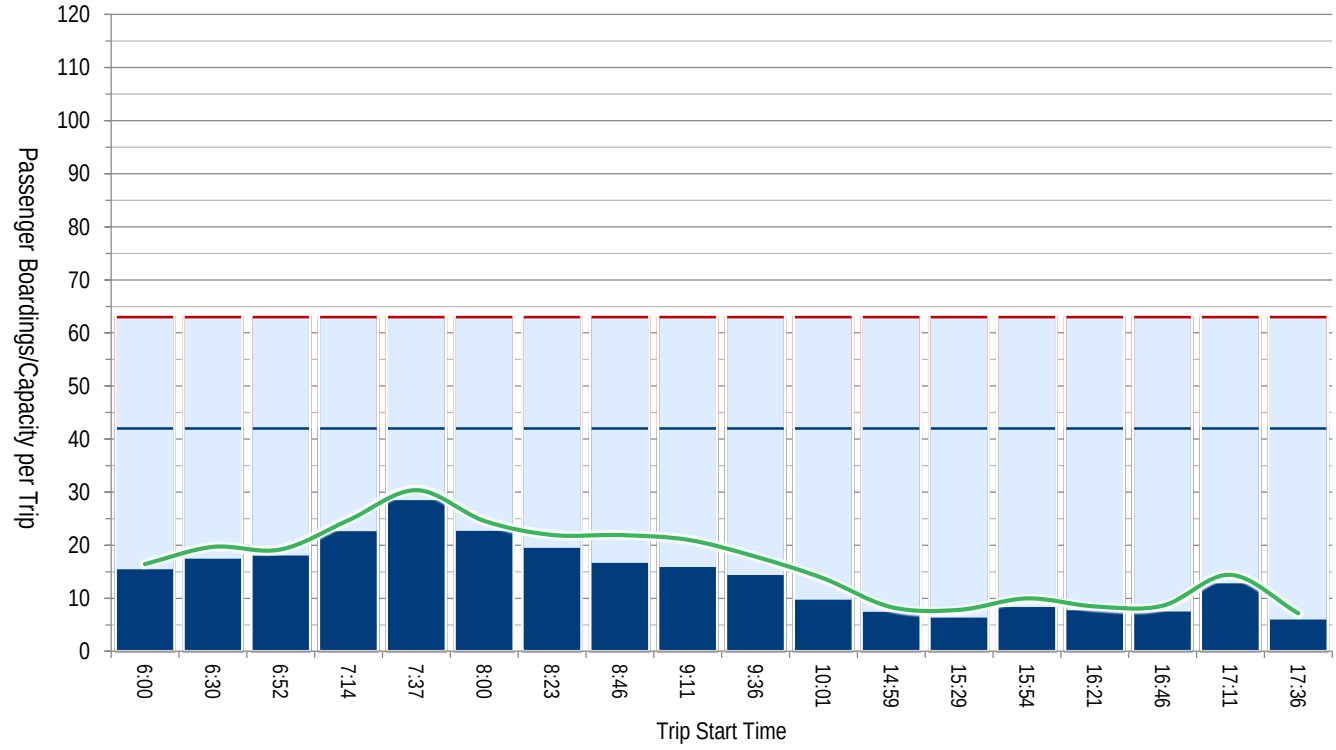


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

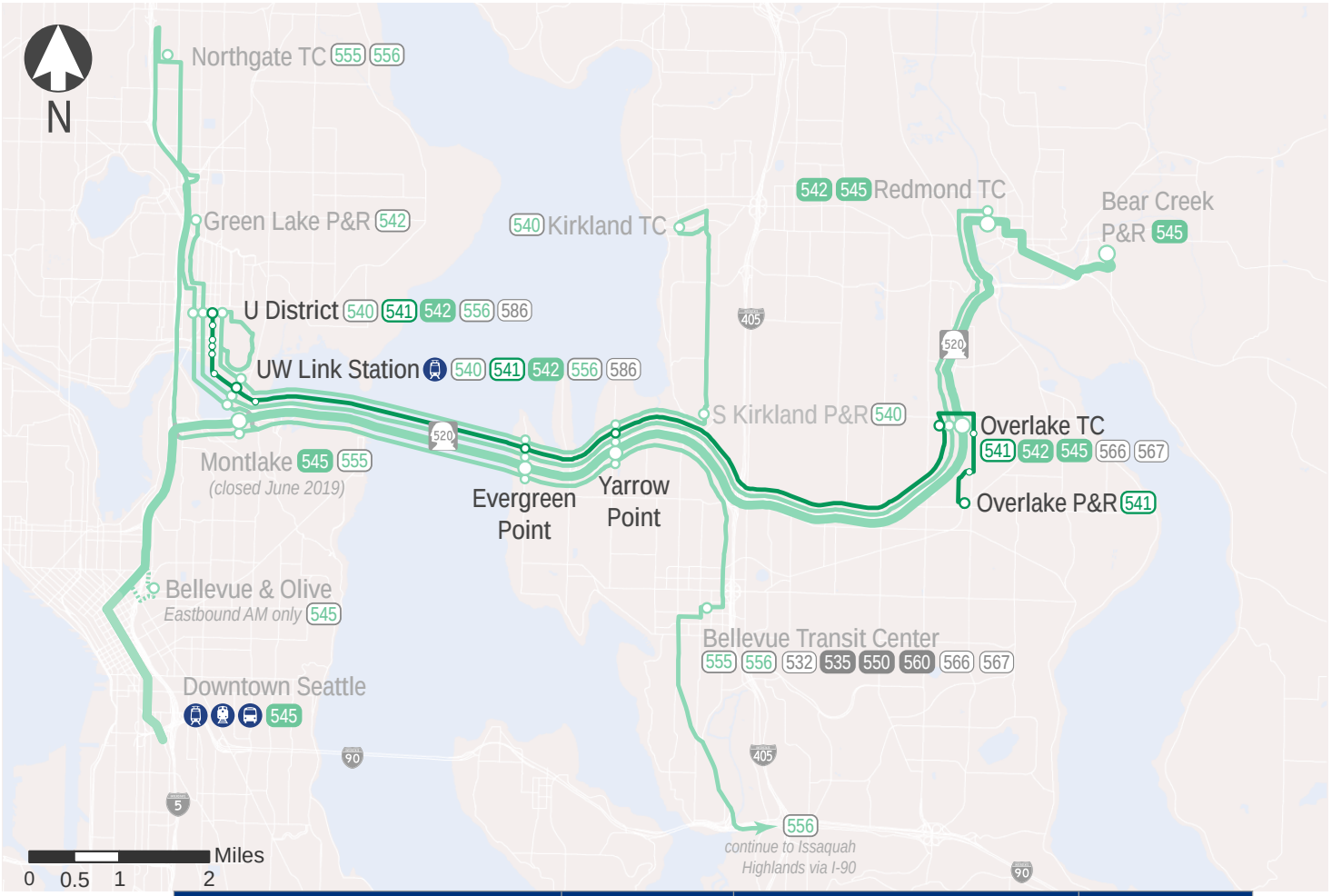
Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



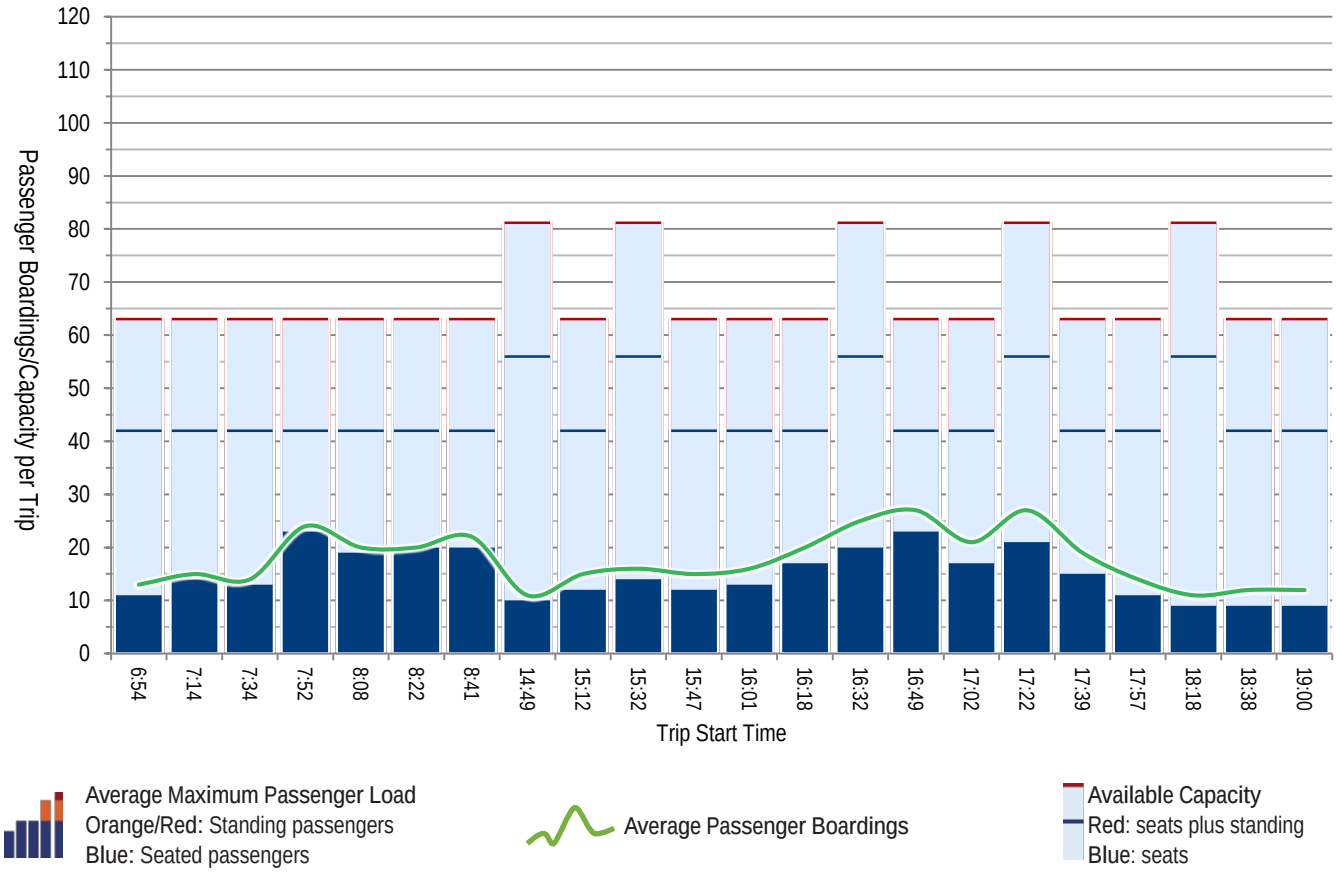
SR 520 Route 541 Overlake - U District

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	521	778	833	873
Average Saturday Boardings	N/A	N/A	N/A	N/A
Average Sunday Boardings	N/A	N/A	N/A	N/A
Annual Boardings	132,851	197,726	212,507	

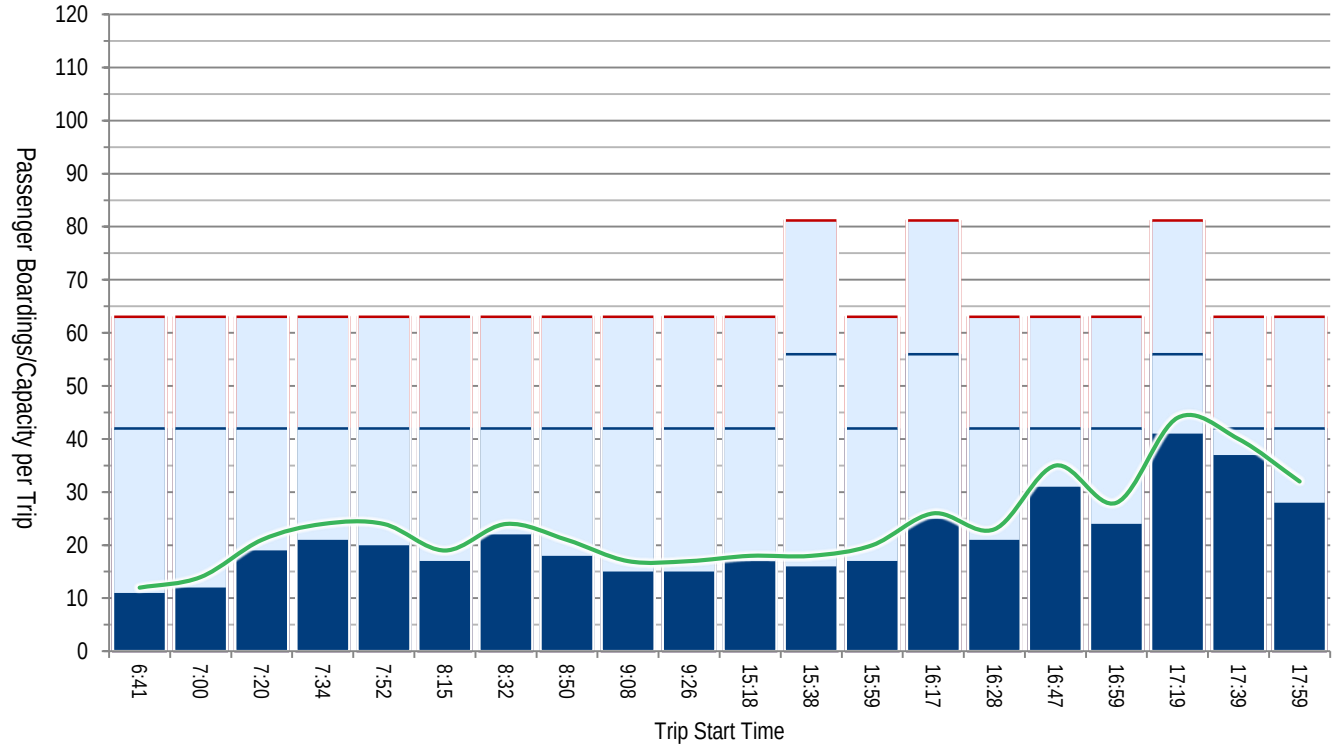


EASTBOUND STOPS to OVERLAKE	Average Weekday Ons	Average Weekday Offs	WESTBOUND STOPS to UNIVERSITY DISTRICT	Average Weekday Ons	Average Weekday Offs
15th Ave NE & NE 43rd St	60	0	Overlake Park & Ride	133	0
15th Ave NE & NE Campus Pkwy	50	1	Overlake Transit Center	121	2
15th Ave NE & NE 40th St	44	0	SR 520 & NE 40th St	137	4
NE Pacific St & 15th Ave NE	38	3	Yarrow Point Freeway Station	32	13
University of Washington Link Station	120	21	Evergreen Point Freeway Station	9	6
Montlake Blvd E & E Lake Washington Blvd	28	3	Montlake Blvd E & E Shelby St	2	25
Evergreen Point Freeway Station	22	38	University of Washington Link Station	33	213
Yarrow Point Freeway Station	8	13	15th Ave NE & NE Pacific St	6	25
SR 520 & NE 40th St	9	117	15th Ave NE & NE 40th St	5	78
156th Ave NE & NE 40th St	12	54	15th Ave NE & NE 42nd St	4	46
NE 31st St & 156th Ave NE	0	14	15th Ave NE & NE 45th St	0	28
Overlake Park & Ride	0	127	NE 50th St & University Way NE	0	44
Eastbound Total	*390*	*390*	*Westbound Total*	*482*	*482*
			Total	*873*	*873*

Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday

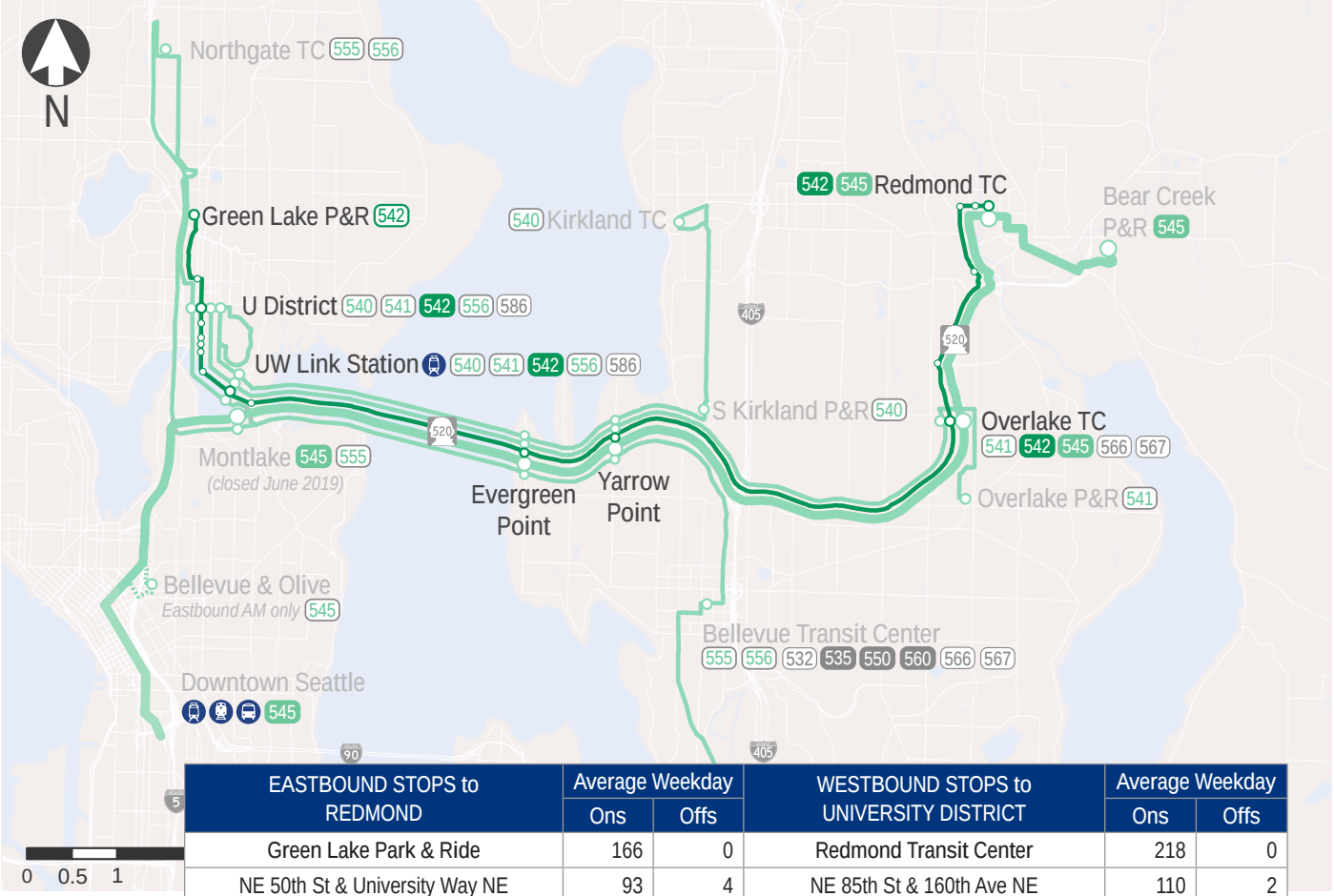


Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



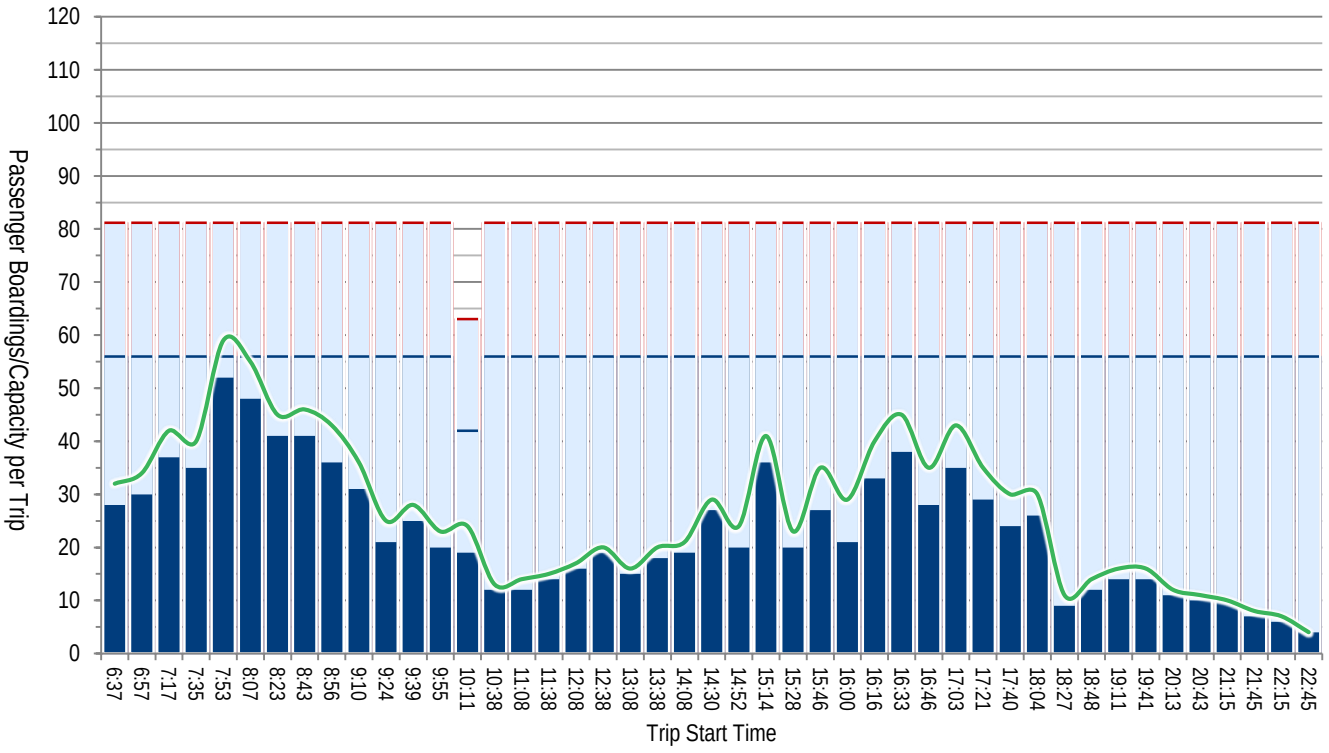
SR 520 Route 542 Redmond - U District

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	2,116	2,206	2,192	2,497
Average Saturday Boardings	N/A	N/A	N/A	524
Average Sunday Boardings	N/A	N/A	N/A	423
Annual Boardings	539,674	560,364	558,979	



EASTBOUND STOPS to REDMOND	Average Weekday Ons	Average Weekday Offs	WESTBOUND STOPS to UNIVERSITY DISTRICT	Average Weekday Ons	Average Weekday Offs
Green Lake Park & Ride	166	0	Redmond Transit Center	218	0
NE 50th St & University Way NE	93	4	NE 85th St & 160th Ave NE	110	2
15th Ave NE & NE 45th St	51	1	154th Ave NE & NE 85th St	43	0
15th Ave NE & NE 43rd St	158	13	West Lake Sammamish & Leary Way	73	1
15th Ave NE & NE Campus Pkwy	168	15	SR 520 & NE 51st St	198	7
15th Ave NE & NE 40th St	122	4	SR 520 & NE 40th St	350	25
NE Pacific St & 15th Ave NE	90	21	Yarrow Point Freeway Station	60	11
University of Washington Link Station	244	74	Evergreen Point Freeway Station	33	10
Montlake Blvd E & E Lake Washington Bl	65	11	Montlake Blvd E & E Shelby St	7	67
SR 520 & Evergreen Point Rd	23	78	University of Washington Link Station	87	398
SR 520 & 92nd Ave NE	12	40	15th Ave NE & NE Pacific St	42	70
SR 520 & NE 40th St	32	409	15th Ave NE & NE 40th St	19	204
SR 520 & NE 51st St	8	149	15th Ave NE & NE 42nd St	16	125
West Lake Sammamish & Leary Way	1	60	15th Ave NE & NE 45th St	1	88
NE 85th St & 154th Ave NE	0	47	NE 50th St & University Way NE	4	131
NE 85th St & 161st Ave NE	1	106	Green Lake Park & Ride	0	121
Redmond Transit Center	0	204			
Eastbound Total	*1,236*	*1,236*	*Westbound Total*	*1,261*	*1,261*
			Total	*2,497*	*2,497*

Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday

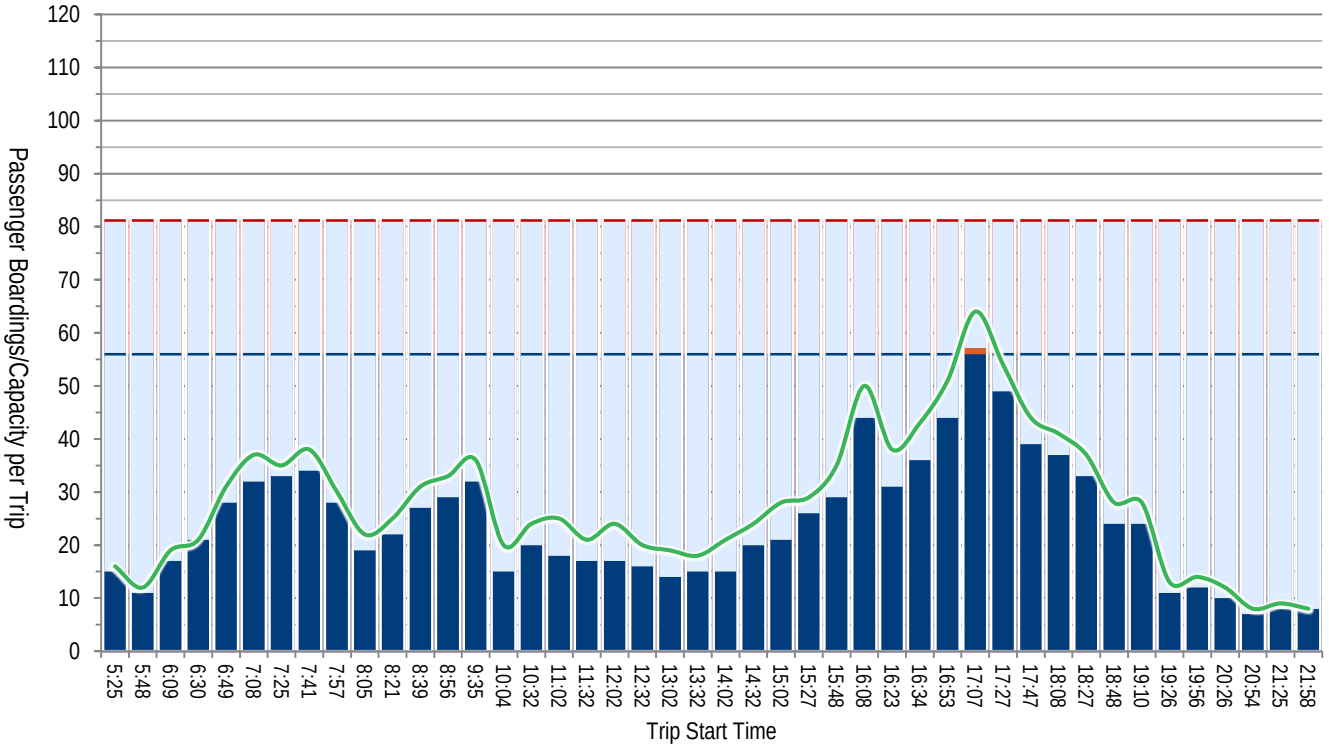


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

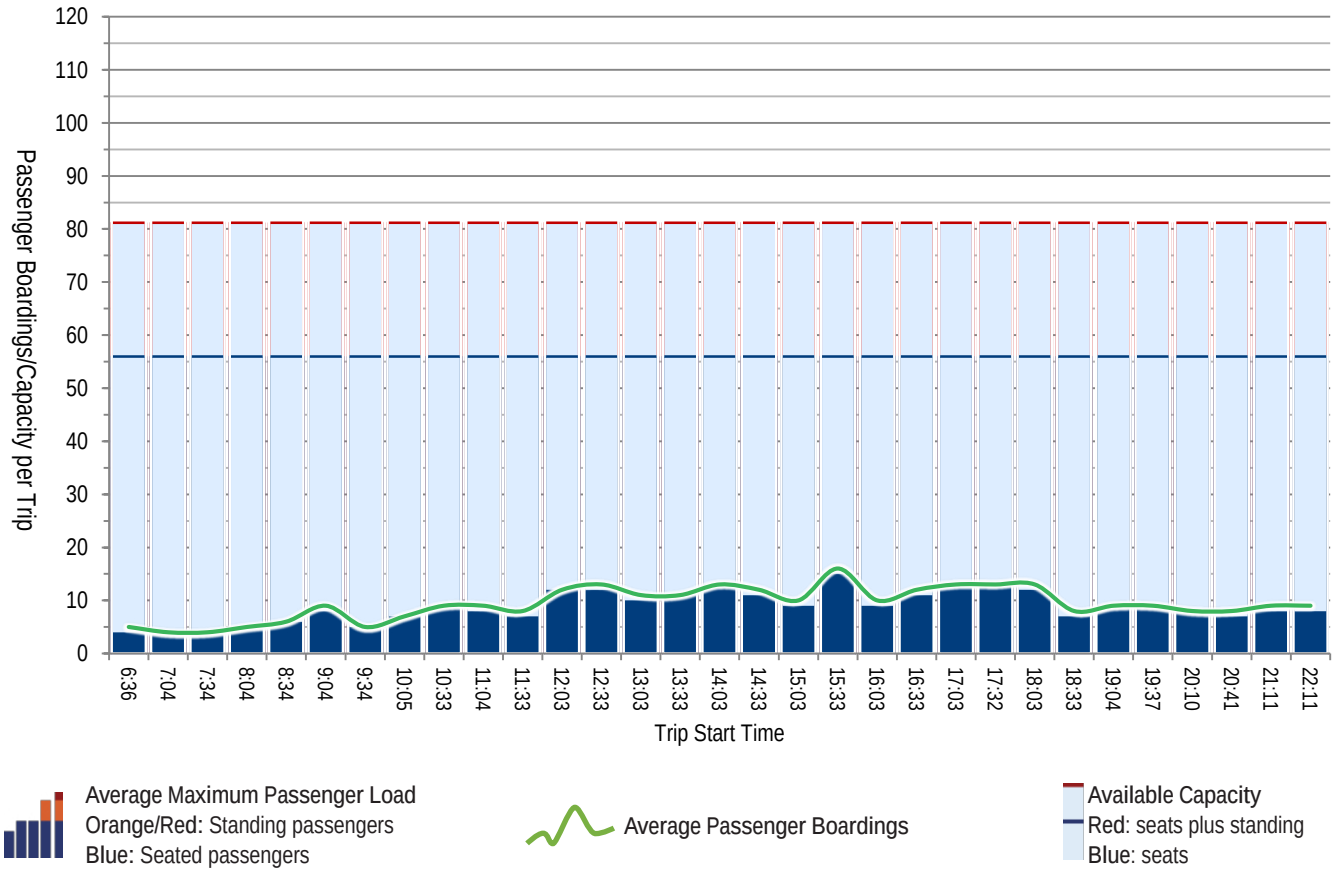
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

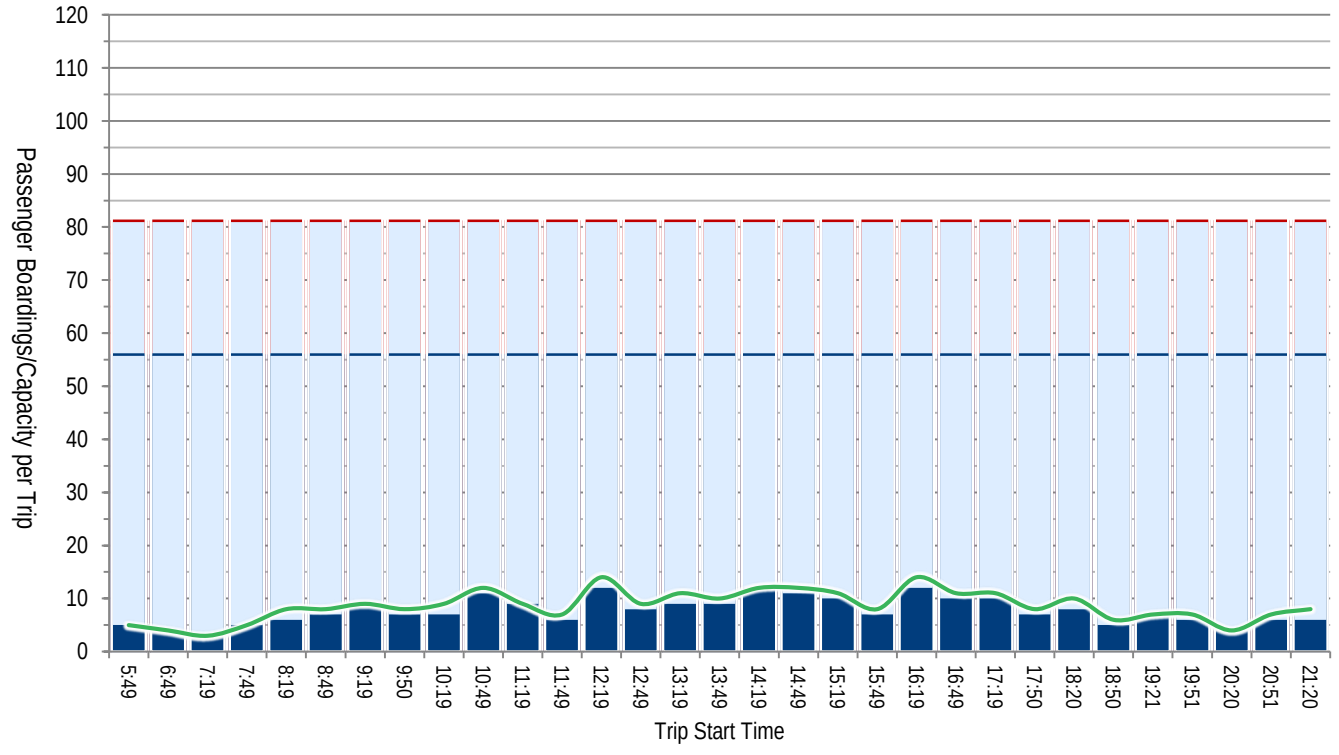
Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



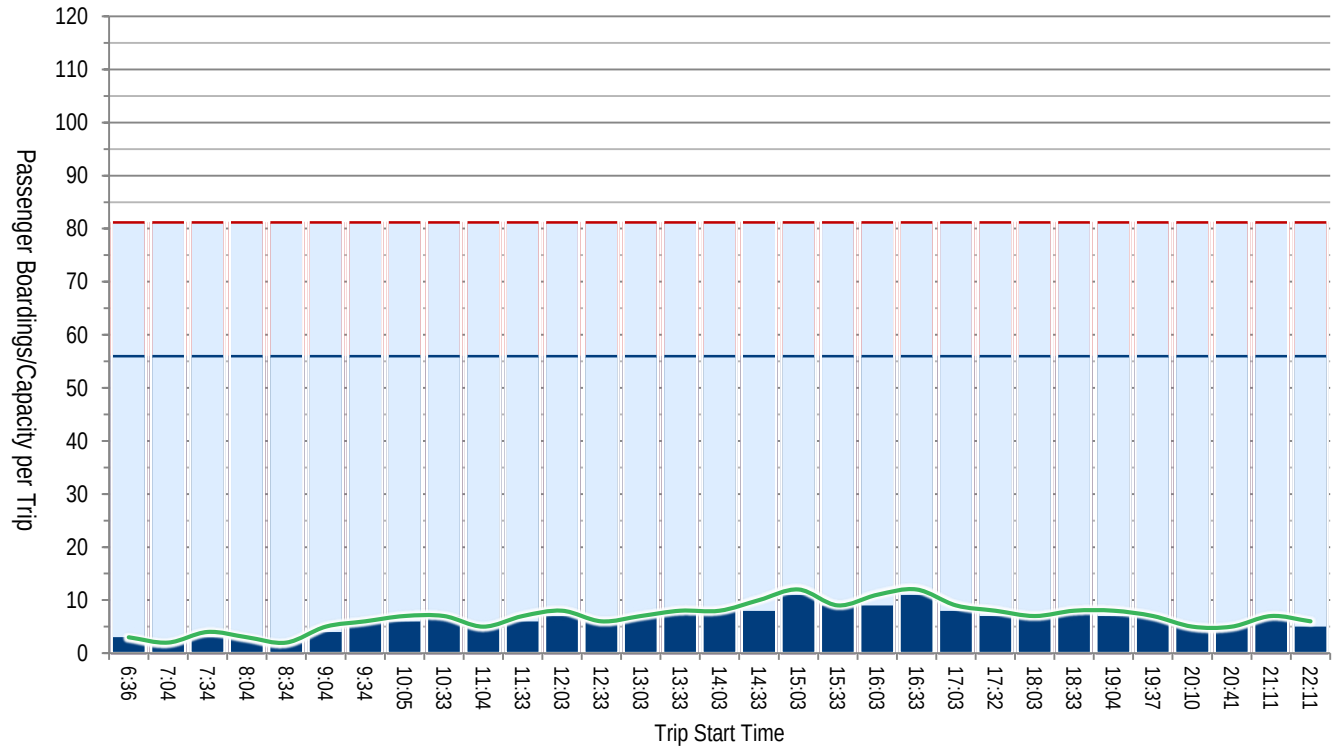
Eastbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Saturday — Westbound Average Trip Ridership & Maximum Passenger Loads



Westbound Average Trip Ridership & Maximum Passenger Loads — Sunday

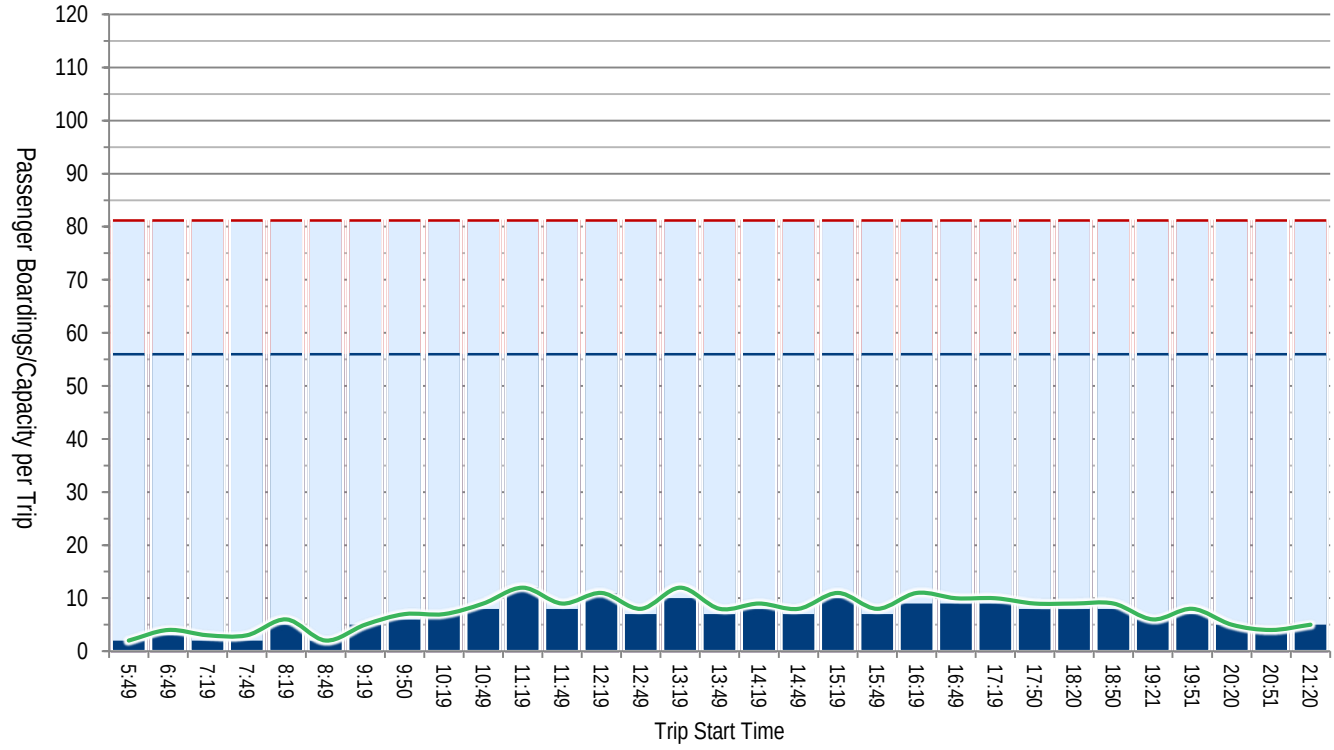


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

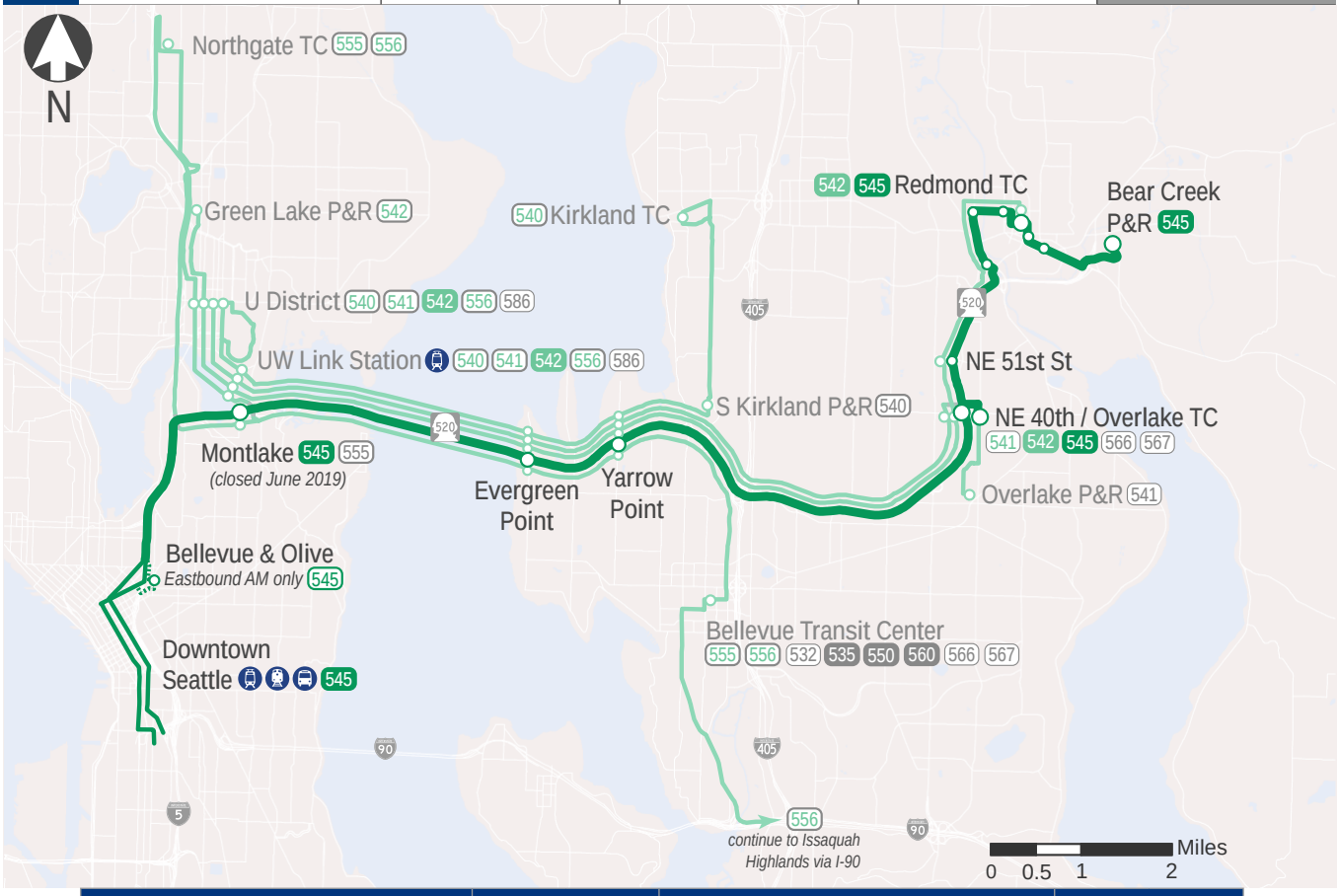
Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Eastbound Average Trip Ridership & Maximum Passenger Loads



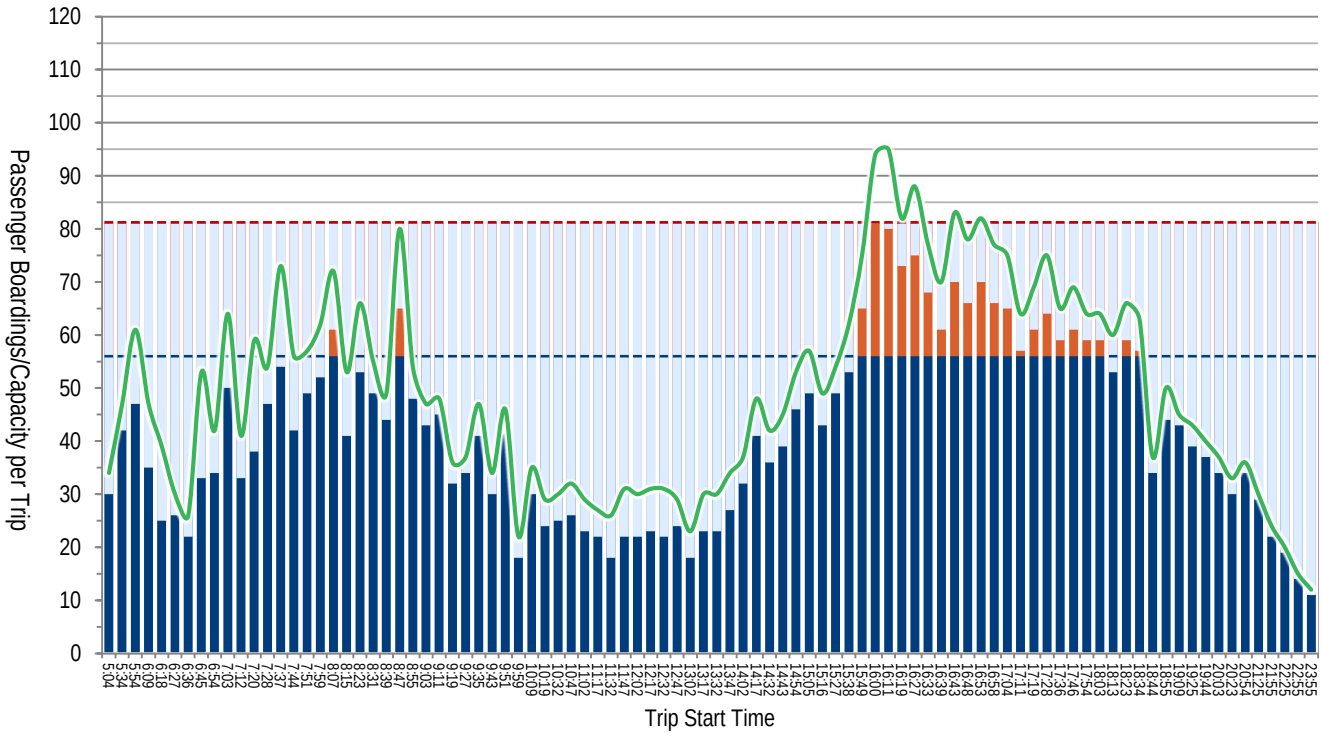
SR 520 Route 545 Redmond - Seattle

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	9,330	9,234	8,702	8,711
Average Saturday Boardings	2,340	2,390	2,242	1,957
Average Sunday Boardings	1,761	1,783	1,666	1,488
Annual Boardings	2,605,320	2,574,790	2,432,200	

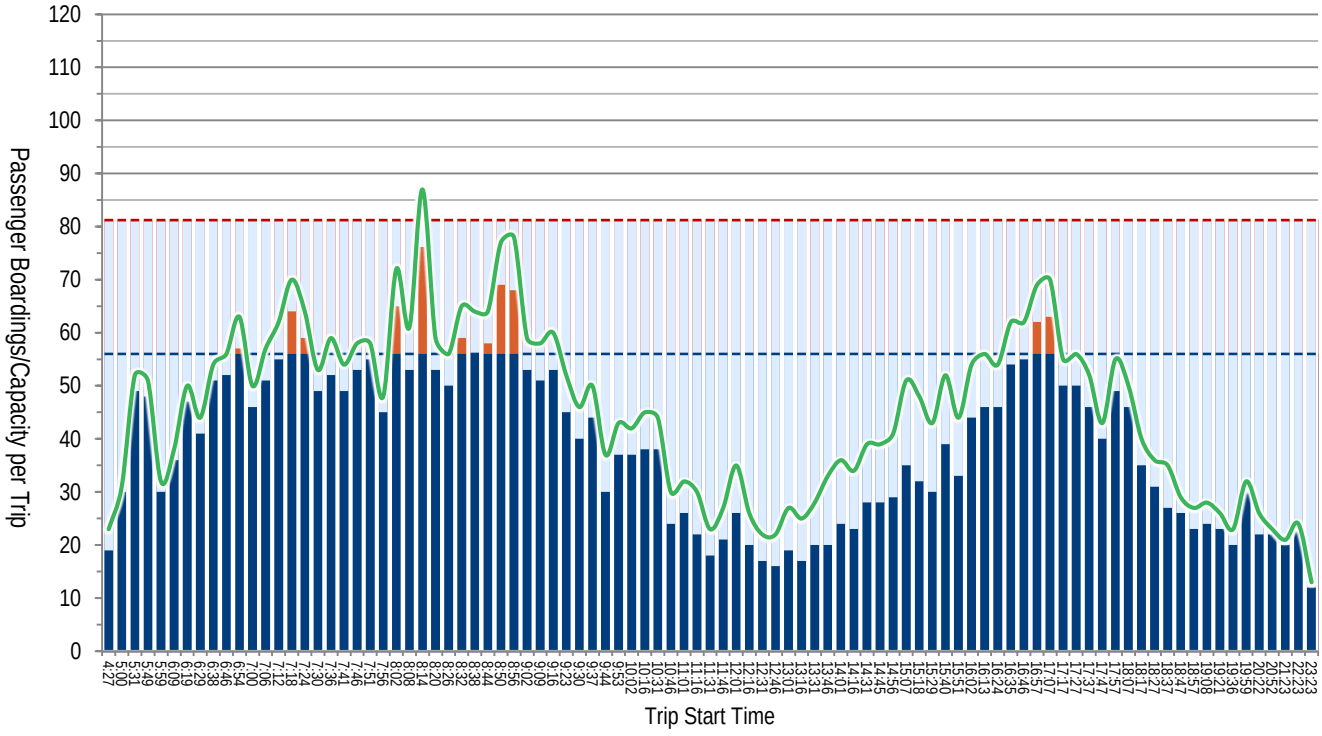


EASTBOUND STOPS to REDMOND	Average Weekday Ons	Average Weekday Offs	WESTBOUND STOPS to SEATTLE	Average Weekday Ons	Average Weekday Offs
6th Ave S & S Atlantic St	91	0	Bear Creek Park & Ride	374	0
4th Ave S & S Jackson St	632	28	NE 76th St & 177th Pl NE	209	17
4th Ave & James St	234	55	NE Redmond Way & NE 79th St	152	9
4th Ave & Madison St	556	102	Redmond Transit Center	682	54
4th Ave & Pike St	1,109	86	NE 85th St & 160th Ave NE	347	26
Olive Way & 8th Ave	725	102	154th Ave NE & NE 85th St	65	3
Olive Way & Boren Ave	212	44	West Lake Sammamish & Leary Way	186	7
Bellevue Ave & E Olive St	476	9	SR 520 Ramp & NE 51st St	416	36
Montlake Freeway Station	197	107	Overlake Transit Center	440	26
Evergreen Point Freeway Station	42	82	SR 520 & NE 40th St	830	97
Yarrow Point Freeway Station	25	81	Yarrow Point Freeway Station	49	25
Sr 520 & NE 40th St	134	1,534	Evergreen Point Freeway Station	38	14
Sr 520 & NE 51st St	32	445	Montlake Freeway Station	41	246
West Lake Sammamish Pkwy NE & Leary Way	7	183	Stewart St & Yale Ave N	63	673
NE 85th St & 154th Ave NE	4	123	Stewart St & 9th Ave	48	452
NE 85th St & 161st Ave NE	16	359	Stewart St & 7th Ave	31	466
Redmond Transit Center	63	551	5th Ave & Pine St	50	760
Cleveland St & 166th Ave NE	10	144	5th Ave & Seneca St	51	379
NE 76th St & 177th Pl NE	3	214	5th Ave & Marion St	26	323
Bear Creek Park & Ride	0	318	5th Ave & Jefferson St	33	123
			5th Ave S & S Jackson St	11	386
			Airport Way S & S Royal Brougham Way	0	24
Eastbound Total	*4,566*	*4,566*	*Westbound Total*	*4,144*	*4,144*
			Total	*8,711*	*8,711*

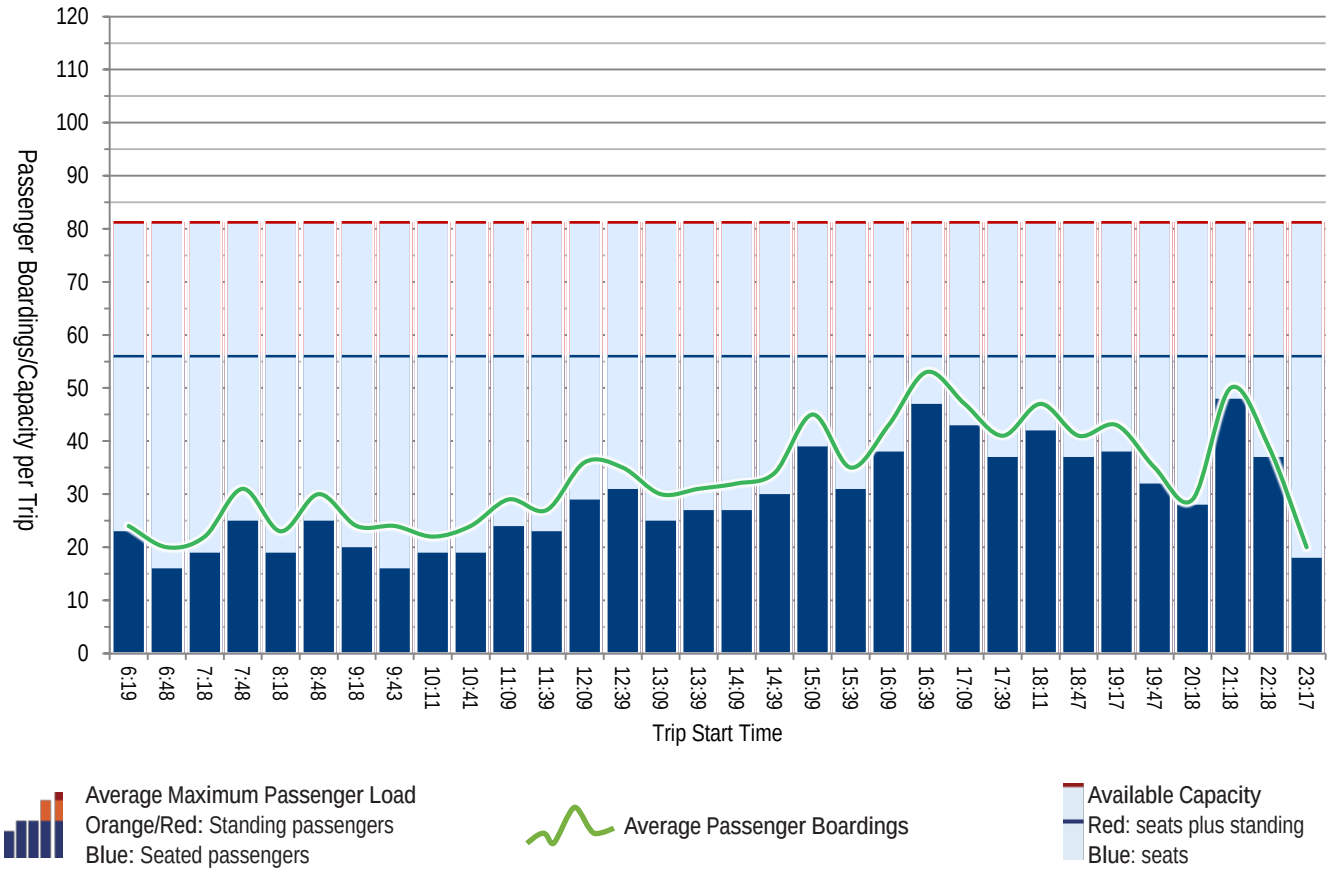
Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday



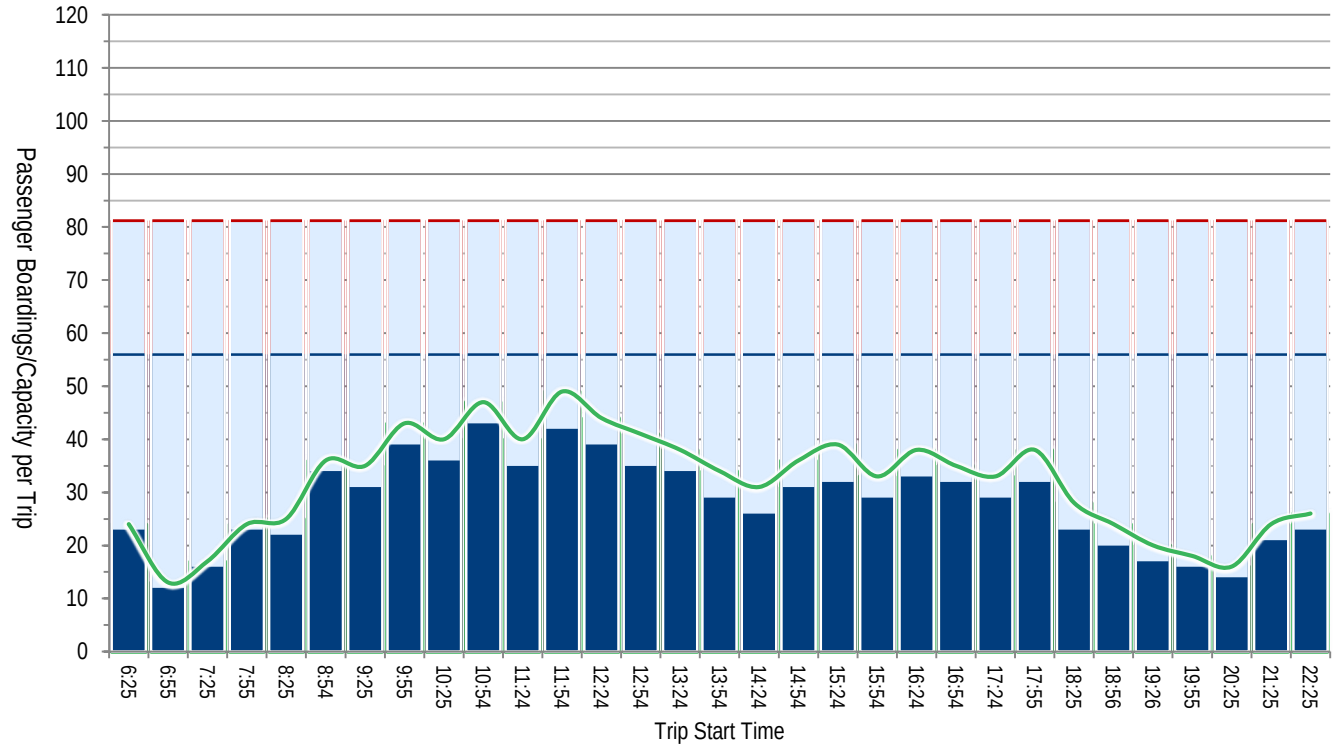
Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



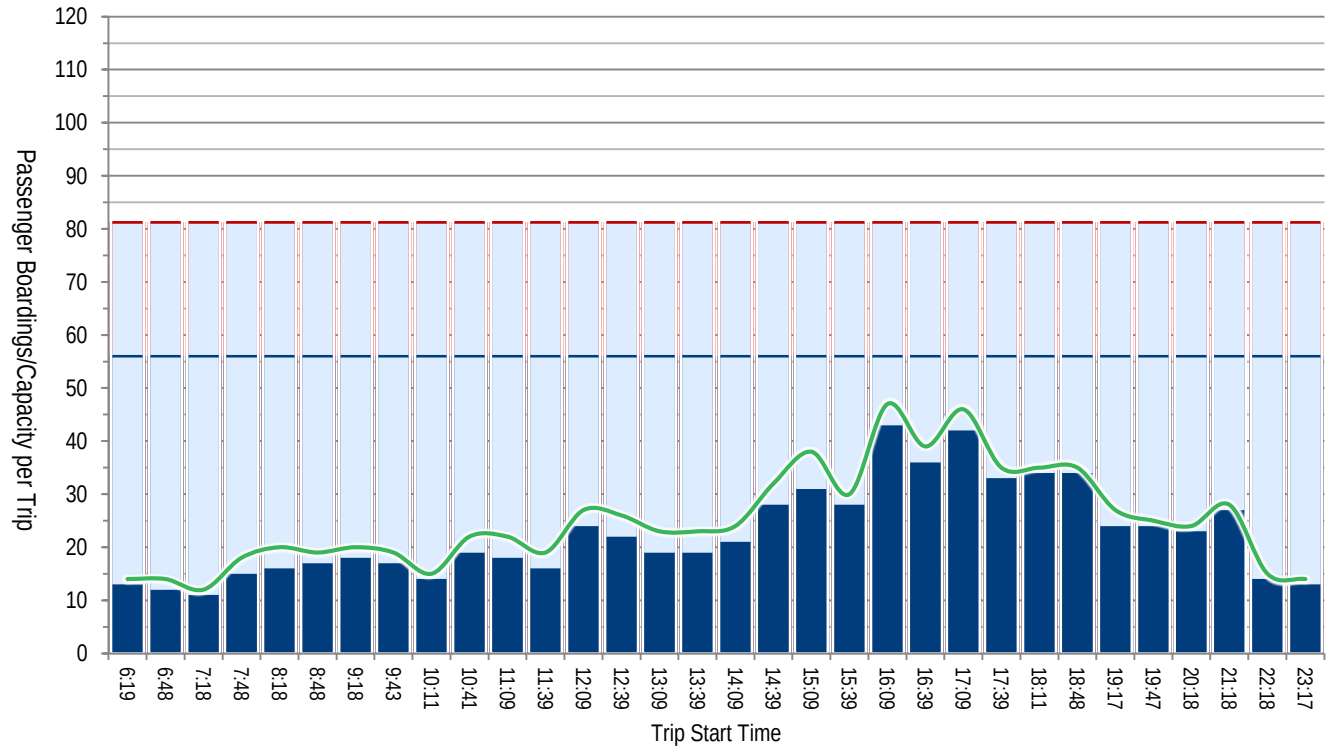
Eastbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Saturday — Westbound Average Trip Ridership & Maximum Passenger Loads



Eastbound Average Trip Ridership & Maximum Passenger Loads — Sunday

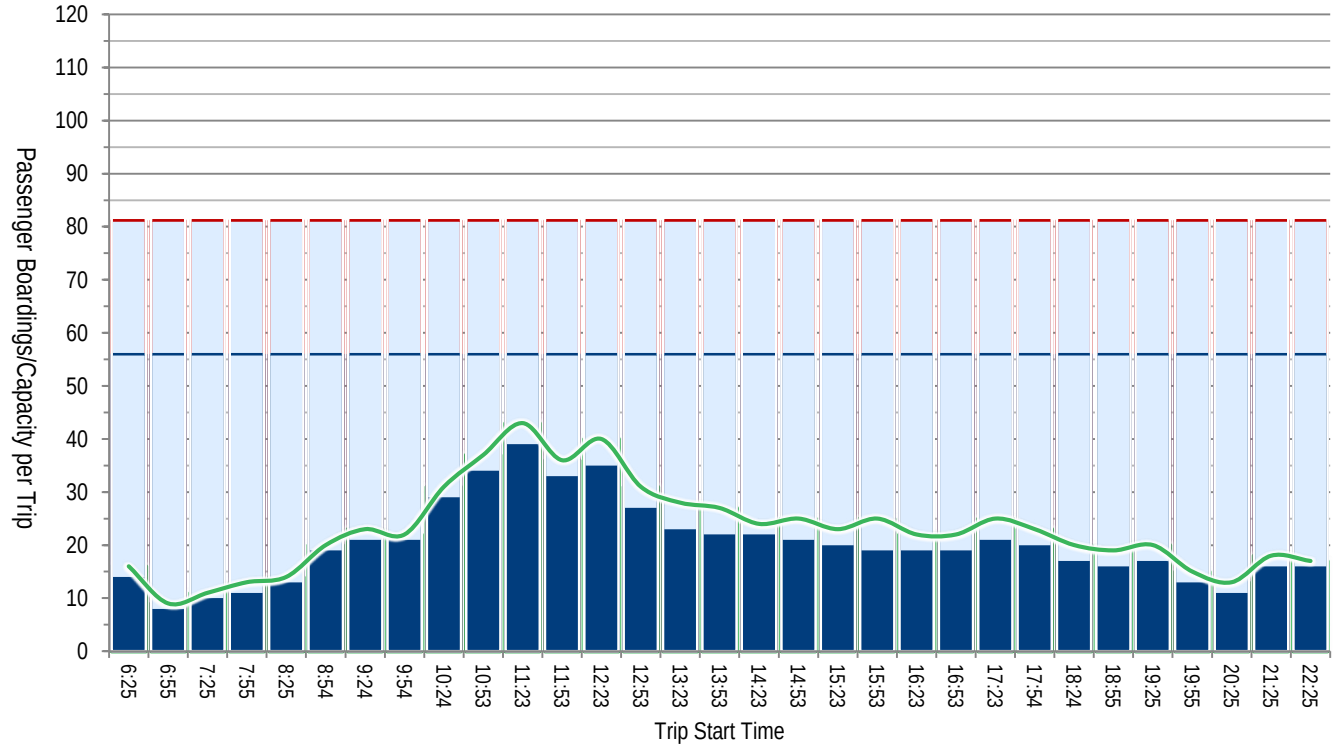


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

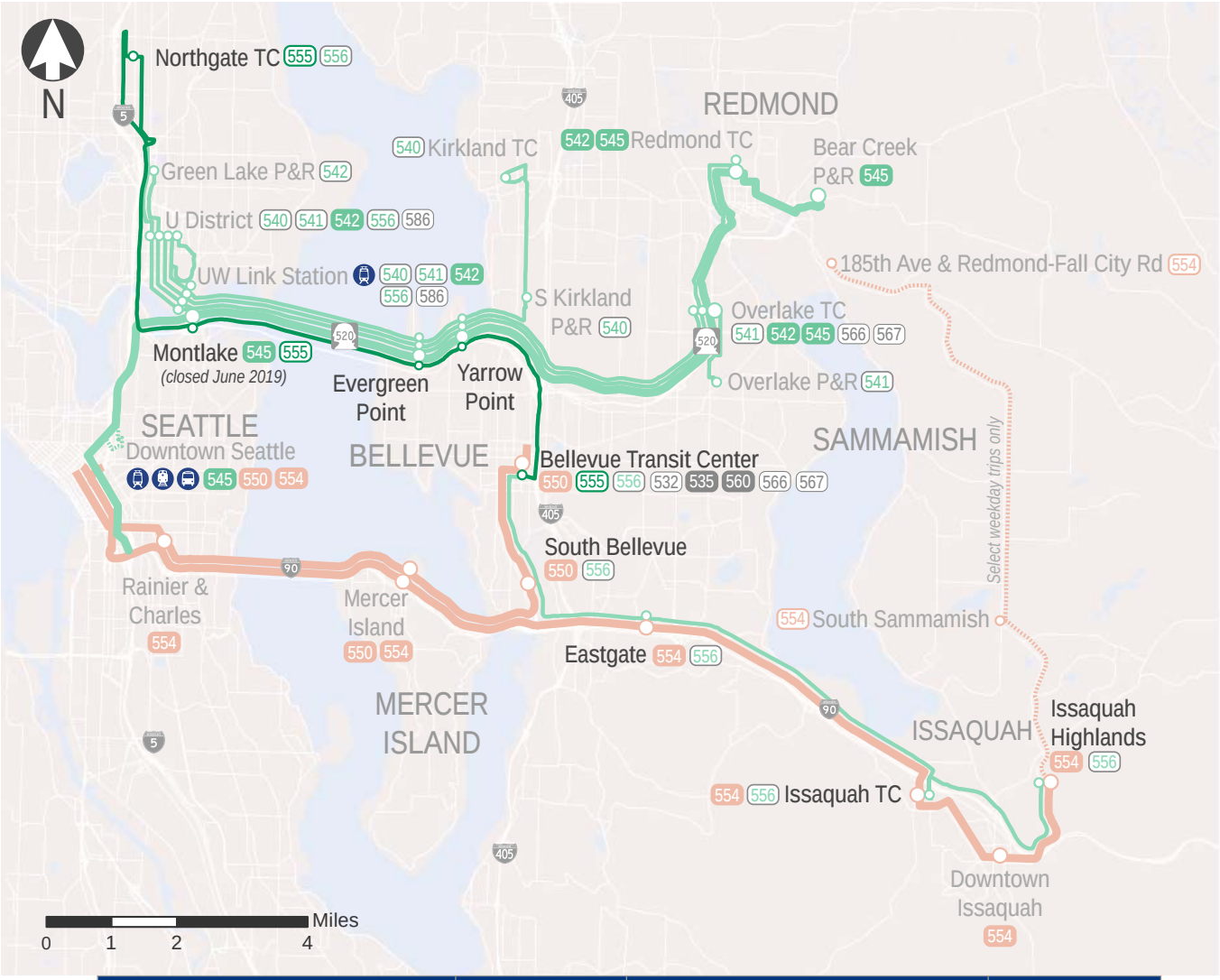
Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Westbound Average Trip Ridership & Maximum Passenger Loads



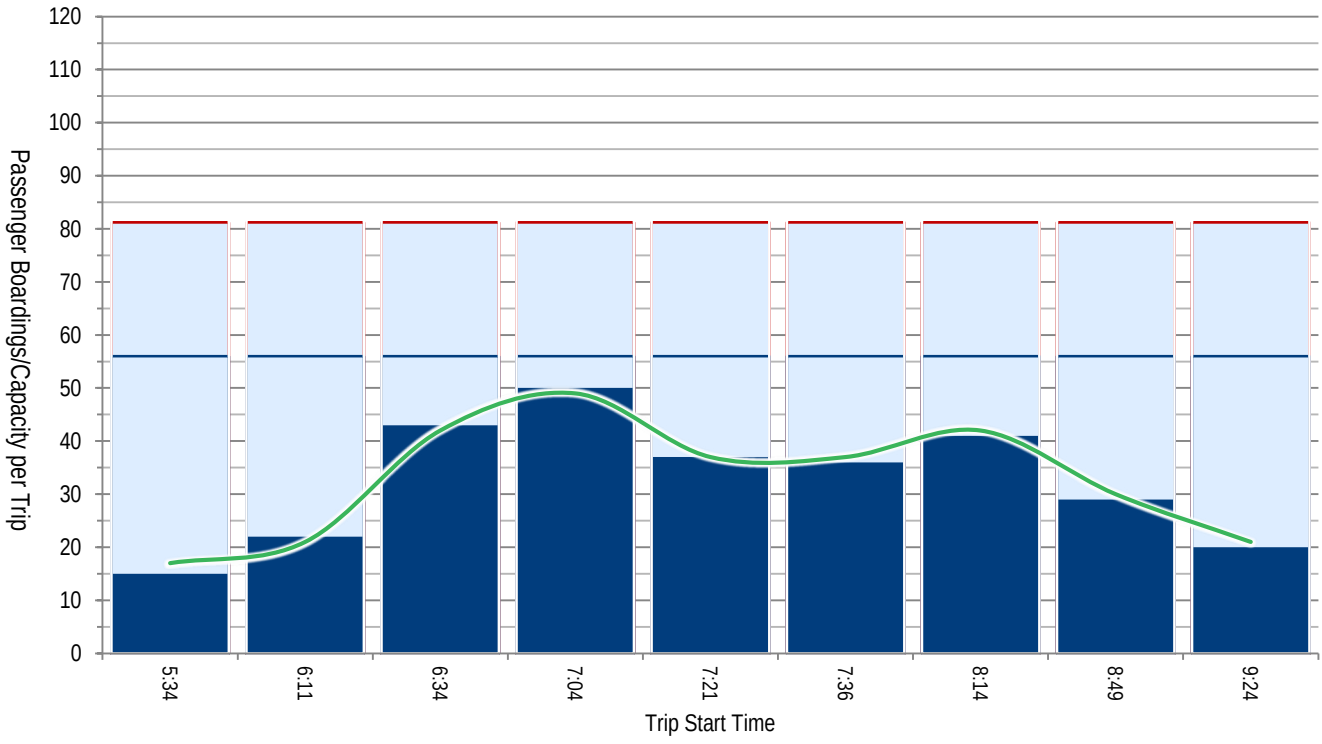
SR 520 Route 555 Northgate - Bellevue

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	742	721	652	473
Average Saturday Boardings	N/A	N/A	N/A	N/A
Average Sunday Boardings	N/A	N/A	N/A	N/A
Annual Boardings	189,334	183,031	166,305	



EASTBOUND STOPS to BELLEVUE	Average Weekday		WESTBOUND STOPS to NORTHGATE	Average Weekday	
	Ons	Offs		Ons	Offs
Northgate Transit Center	267	0	Bellevue Transit Center	163	0
Montlake Freeway Station	18	4	Yarrow Pt Freeway Station	6	9
Evergreen Point Freeway Station	3	8	Evergreen Point Freeway Station	7	6
Yarrow Pt Freeway Station	6	7	Montlake Freeway Station	3	90
Bellevue Transit Center	0	274	Northgate Transit Center	0	74
Eastbound Total	*294*	*294*	*Westbound Total*	*179*	*179*
			Total	*473*	*473*

Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday

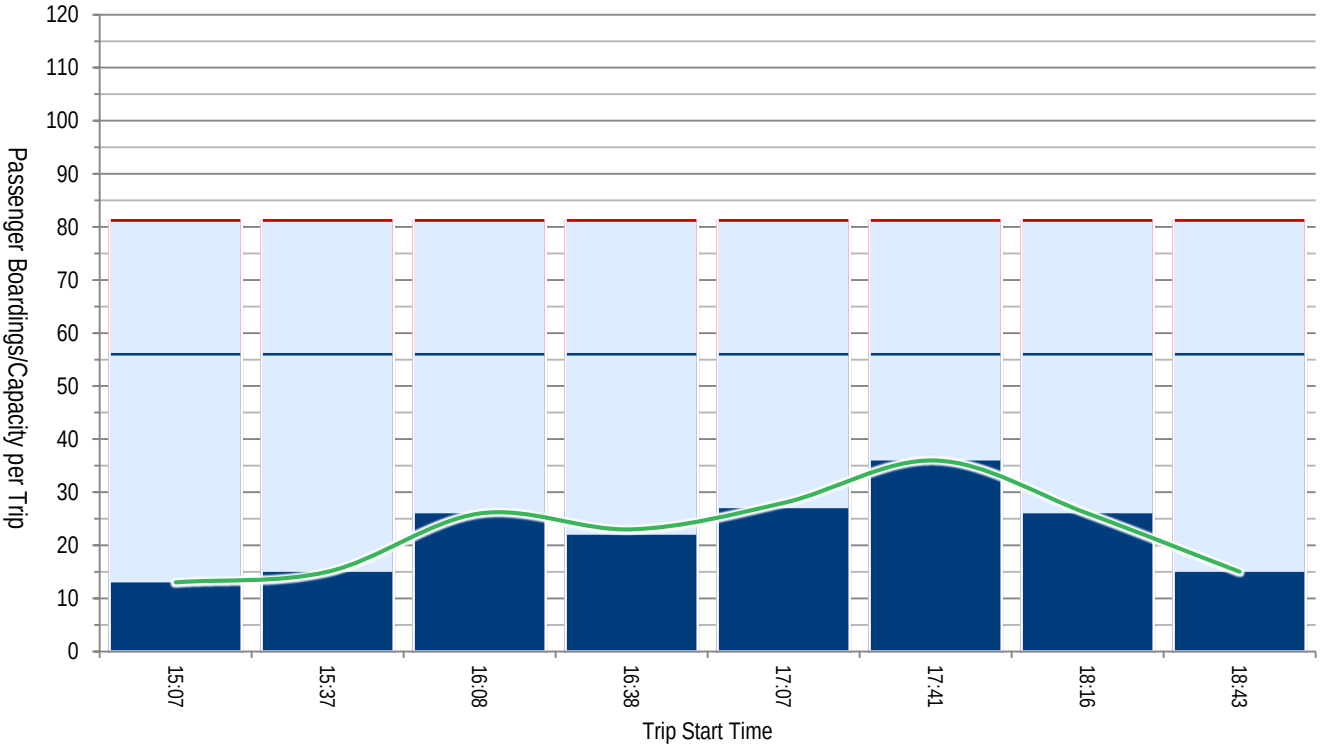


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

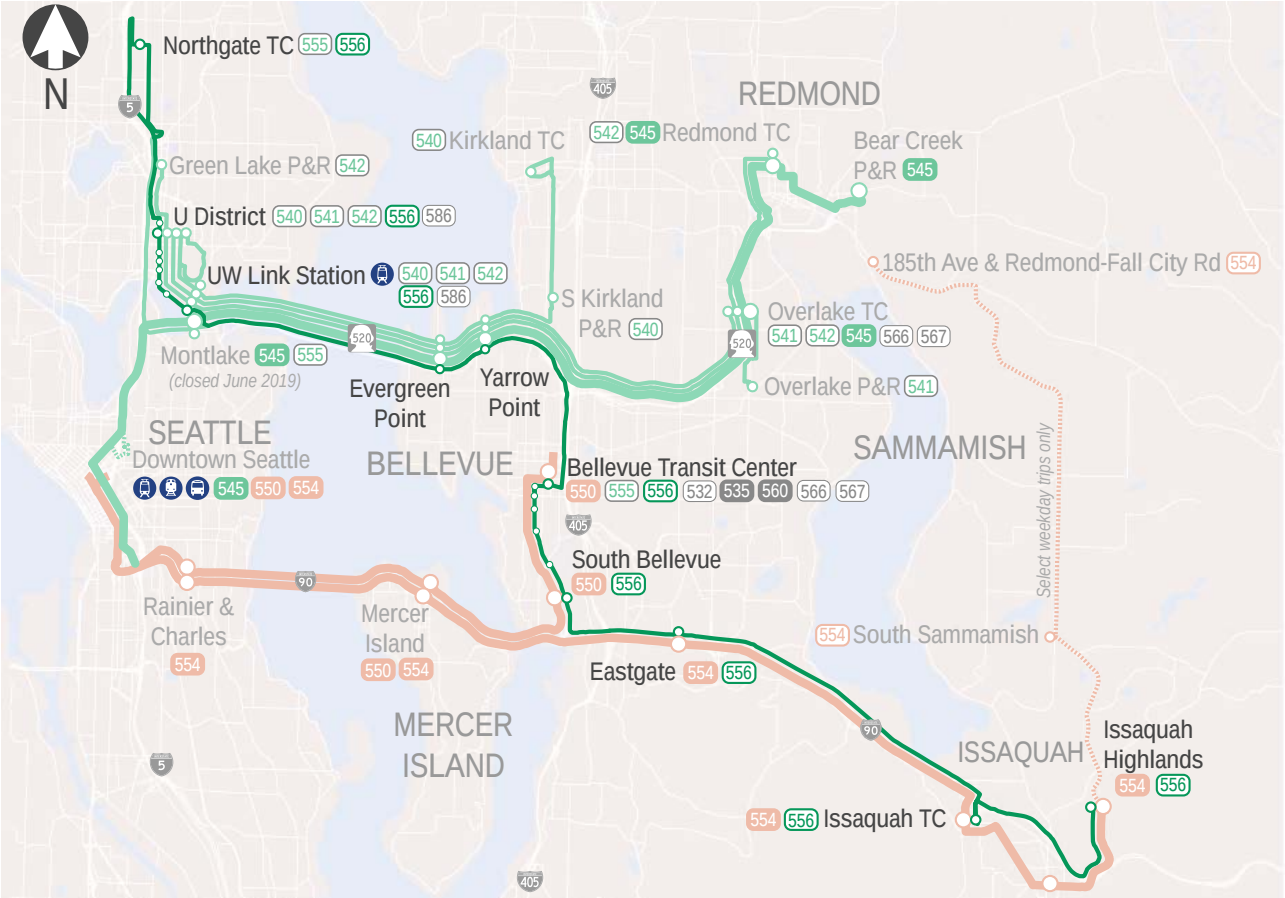
Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



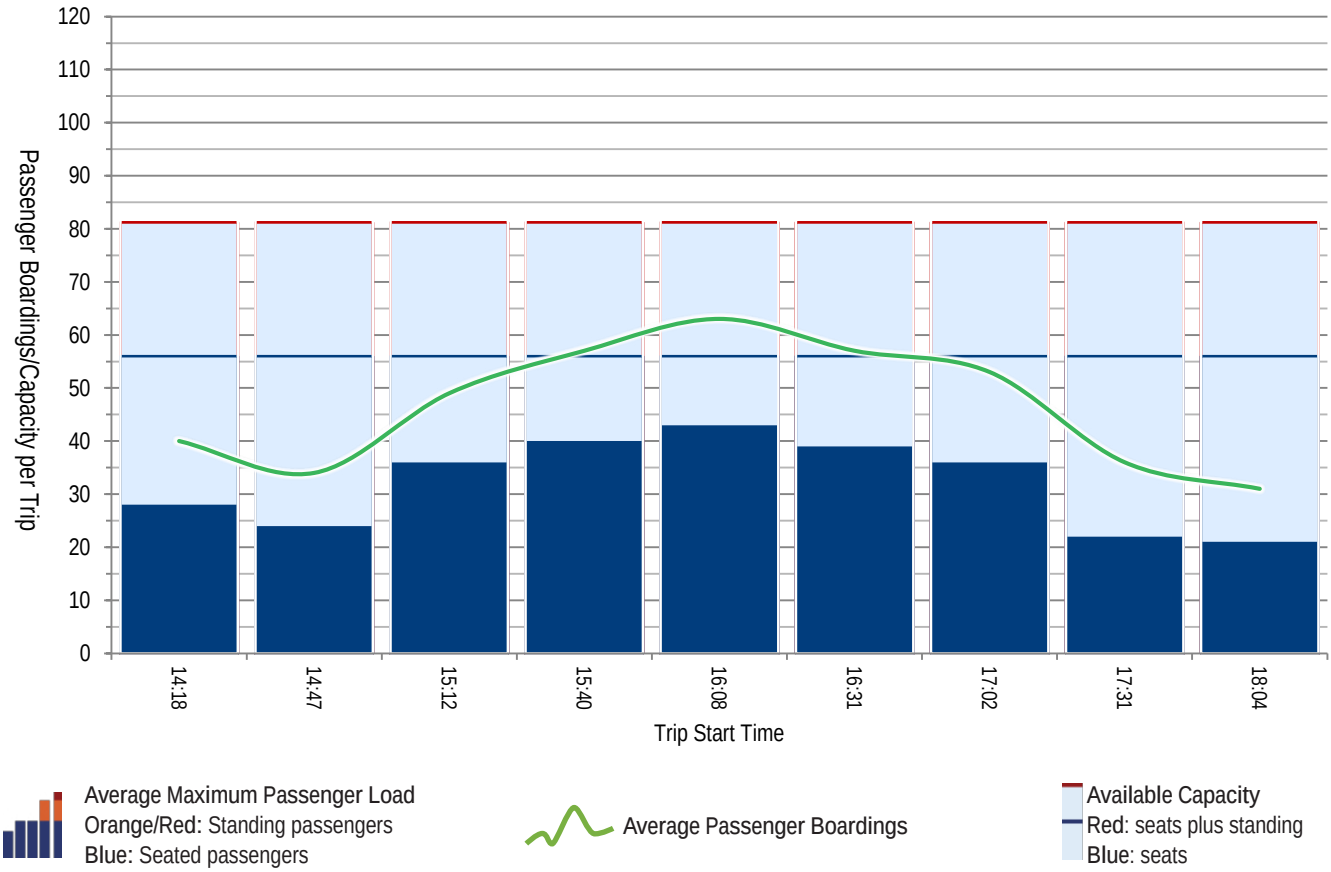
SR 520 Route 556 Issaquah - Northgate

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	825	829	774	824
Average Saturday Boardings	N/A	N/A	N/A	N/A
Average Sunday Boardings	N/A	N/A	N/A	N/A
Annual Boardings	210,471	210,443	197,334	

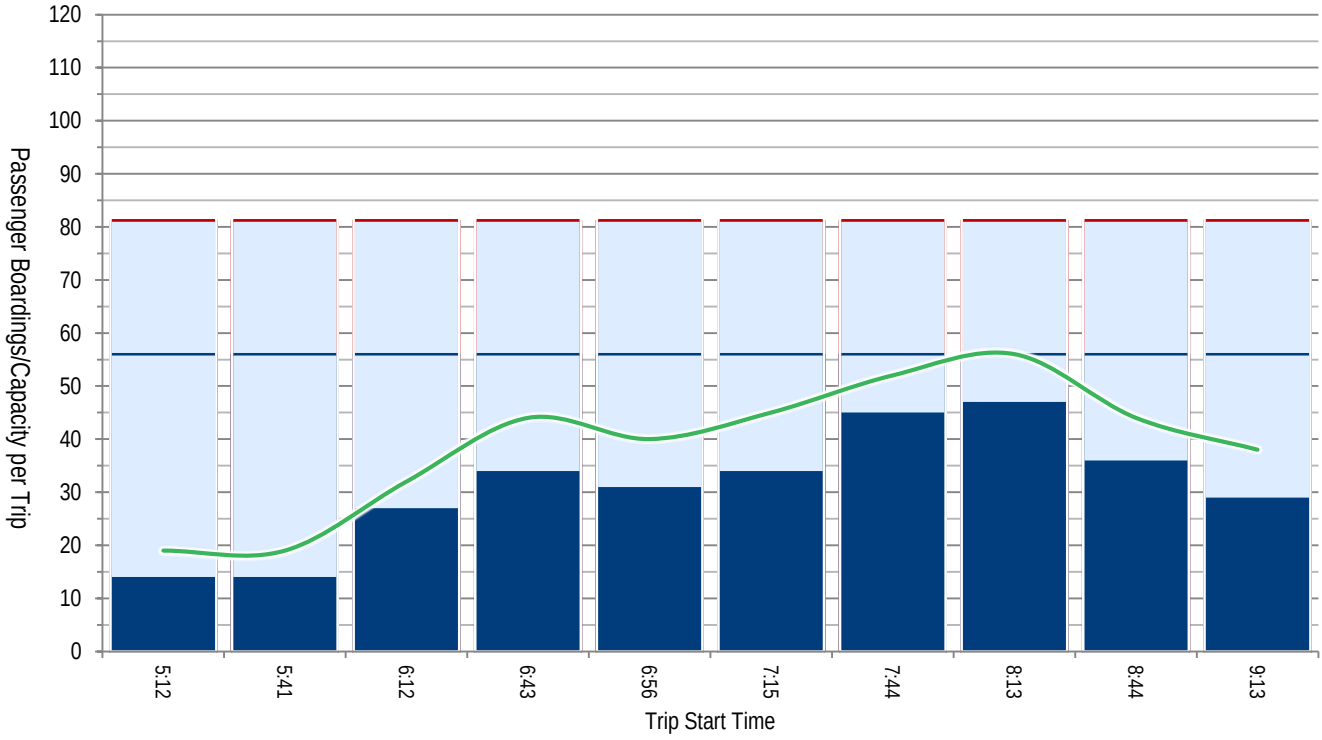


EASTBOUND STOPS to ISSAQUAH	Average Weekday Ons	Average Weekday Offs	WESTBOUND STOPS to NORTHGATE	Average Weekday Ons	Average Weekday Offs
Northgate Transit Center	36	0	Issaquah Highlands Park & Ride	105	0
NE 50th St & University Way	7	5	9th Ave & NE Ellis Dr	33	2
15th Ave & NE 45th St	12	2	Issaquah Transit Center	120	2
15th Ave & NE 43rd St	20	3	Eastgate Freeway Station	44	8
15th Ave & NE Campus Pkwy	32	2	South Bellevue Park & Ride	1	1
15th Ave & NE 40th St	18	1	Bellevue Way SE & SE 16th St	7	0
Pacific St & 15th Ave	27	1	Bellevue Way SE & SE 10th St	2	0
University of Washington Link Station	54	24	Bellevue Way SE & SE 3rd St	9	2
Montlake Freeway Station	6	2	Bellevue Way NE & Main St	5	4
Evergreen Point Freeway Station	4	19	NE 4th St & 105th Ave NE	4	66
Yarrow Point Freeway Station	4	5	Bellevue Transit Center	28	133
Bellevue Transit Center	118	47	Yarrow Point Freeway Station	14	2
108th Ave NE & NE 2nd St	33	4	Evergreen Point Freeway Station	6	0
108th Ave NE & Main St	29	9	Montlake Blvd & Shelby St	1	2
Bellevue Way SE & Main St	3	4	University of Washington Link Station	15	60
Bellevue Way SE & SE 3rd St	3	4	Pacific St & 15th Ave	1	22
Bellevue Way SE & SE 11th St	0	1	15th Ave & NE 40th St	2	39
Bellevue Way SE & SE 16th St	0	3	15th Ave & NE 42nd St	1	17
South Bellevue Park & Ride	1	2	15th Ave & NE 45th St	0	13
Eastgate Freeway Station	15	36	NE 50th St & University Way	2	6
Issaquah Transit Center	4	113	Northgate Transit Center	0	19
Highlands Dr & NE Ellis Dr	0	40			
Issaquah Highlands Park & Ride	0	98			
Eastbound Total	*426*	*426*	*Westbound Total*	*399*	*399*
			Total	*824*	*824*

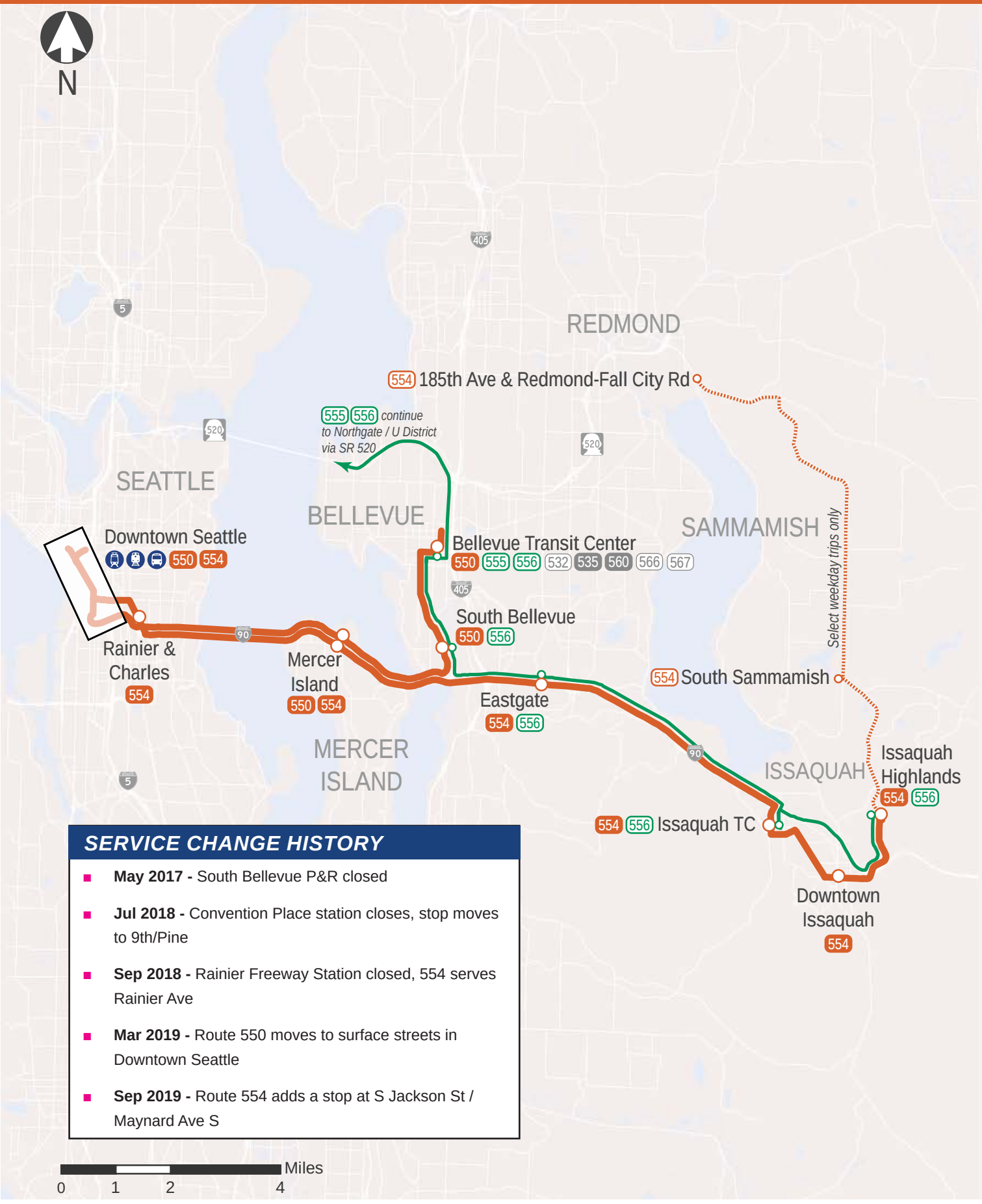
Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday



Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



I-90



SERVICE CHANGE HISTORY

- **May 2017 -** South Bellevue P&R closed
- **Jul 2018 -** Convention Place station closes, stop moves to 9th/Pine
- **Sep 2018 -** Rainier Freeway Station closed, 554 serves Rainier Ave
- **Mar 2019 -** Route 550 moves to surface streets in Downtown Seattle
- **Sep 2019 -** Route 554 adds a stop at S Jackson St / Maynard Ave S

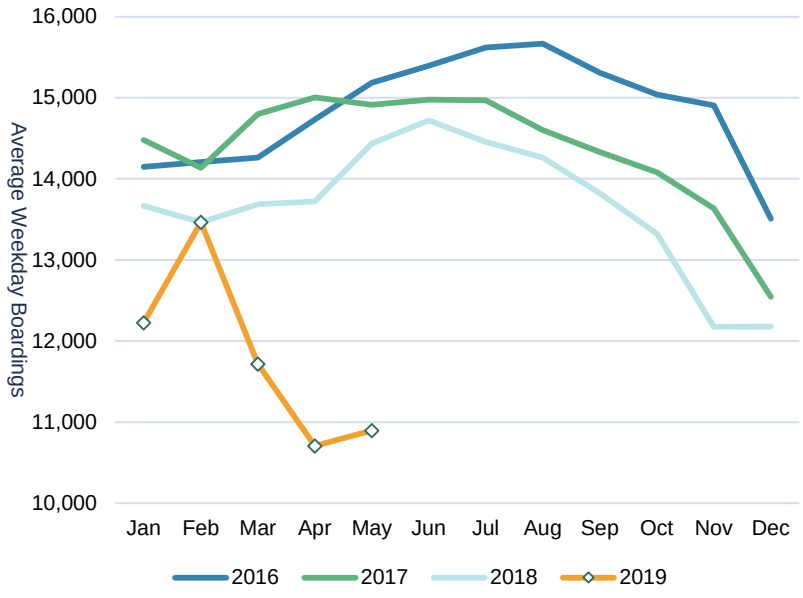
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span
Weekday	East	550	15 (6a–7a) · 10 (7a–8a) · 15 (8a–3p) · 5 - 10 (3p–6p) · 15 (6p–7p) · 30 (7p–1a)
		554	30 (5a–6a) · 20 (6a–3p) · 15 (3p–6p) · 30 (6p–7p) · 60 (7p–1a)
		556	30 (3p–6p)
	West	550	30 (5a–6a) · 5 - 10 (6a–7a) · 15 (7a–3p) · 10 (3p–6p) · 15 (6p–7p) · 30 (7p–1a)
		554	30 (5a–6a) · 15 (6a–7a) · 20 (7a–3p) · 30 (3p–6p) · 60 (7p–1a)
		556	30 (5a–6a)

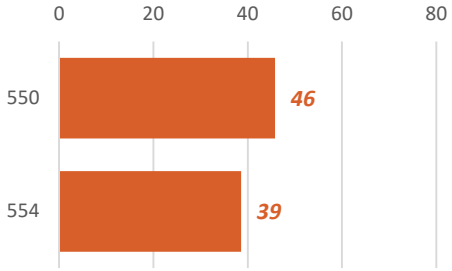
	Direction	Route	Frequency & Span
Sat	East	550	30 (6a–7a) · 15 (7a–6p) · 30 (6p–1a)
		554	60 (6a–7a) · 30 (7a–6p) · 60 (6p–1a)
	West	550	30 (6a–7a) · 15 (7a–6p) · 30 (6p–1a)
		554	60 (6a–7a) · 30 (7a–6p) · 60 (6p–1a)

	Direction	Route	Frequency & Span
Sun	East	550	30 (6a–1a)
		554	60 (6a–7a) · 30 (7a–6p) · 60 (6p–1a)
	West	550	30 (6a–1a)
		554	60 (6a–7a) · 30 (7a–6p) · 60 (6p–1a)

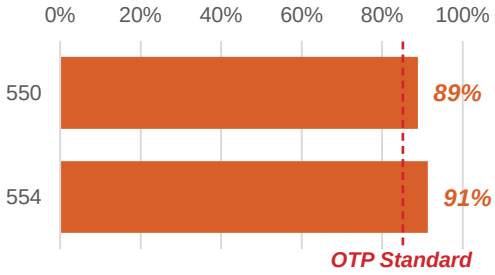
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

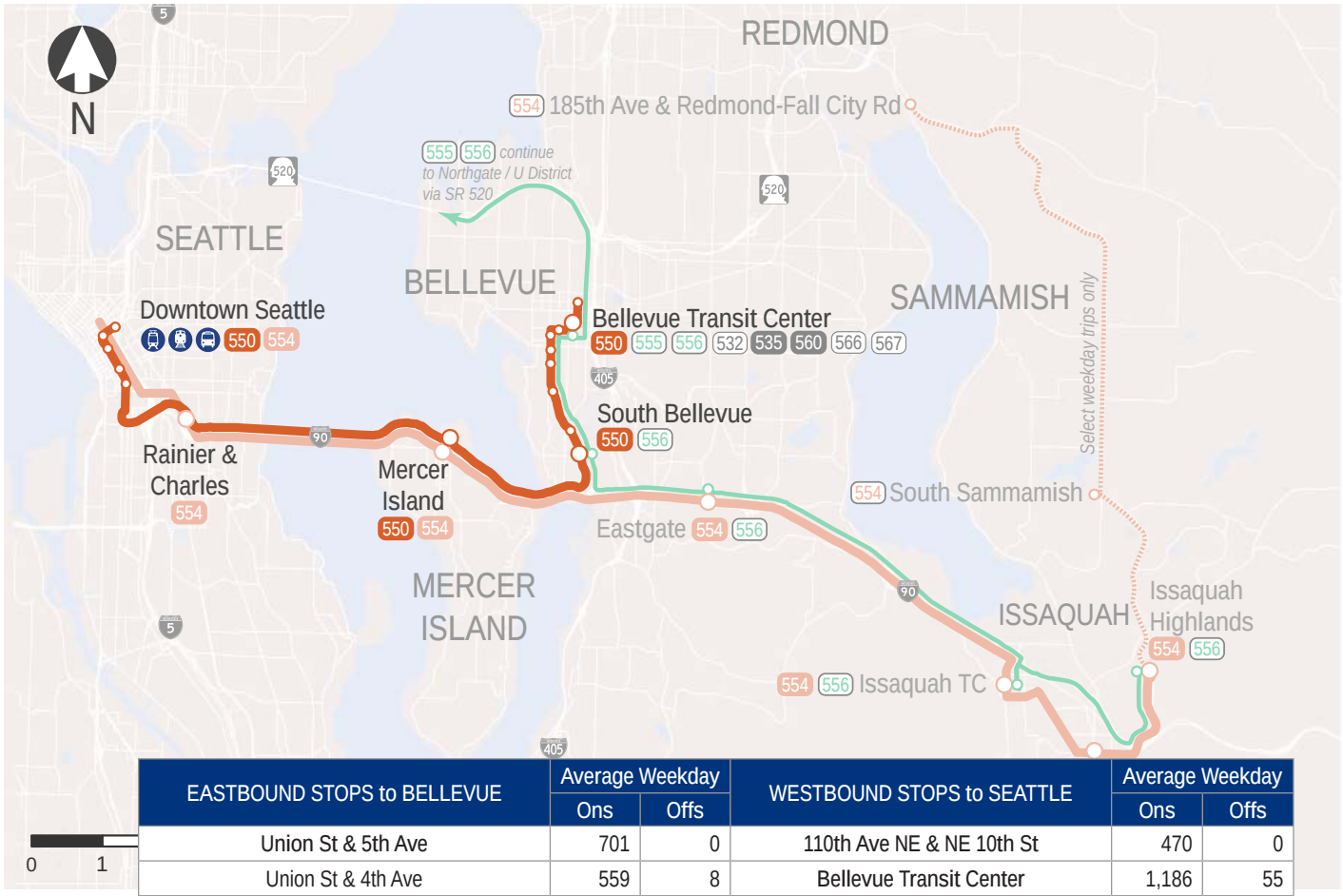
- Route 550/554 - Evaluate travel time with new alignments and revise as needed

LONG TERM CORRIDOR OUTLOOK

- **2023 –** East Link opens, connecting Redmond to Seattle via Bellevue
- **2041 –** Issaquah - South Kirkland Link opens

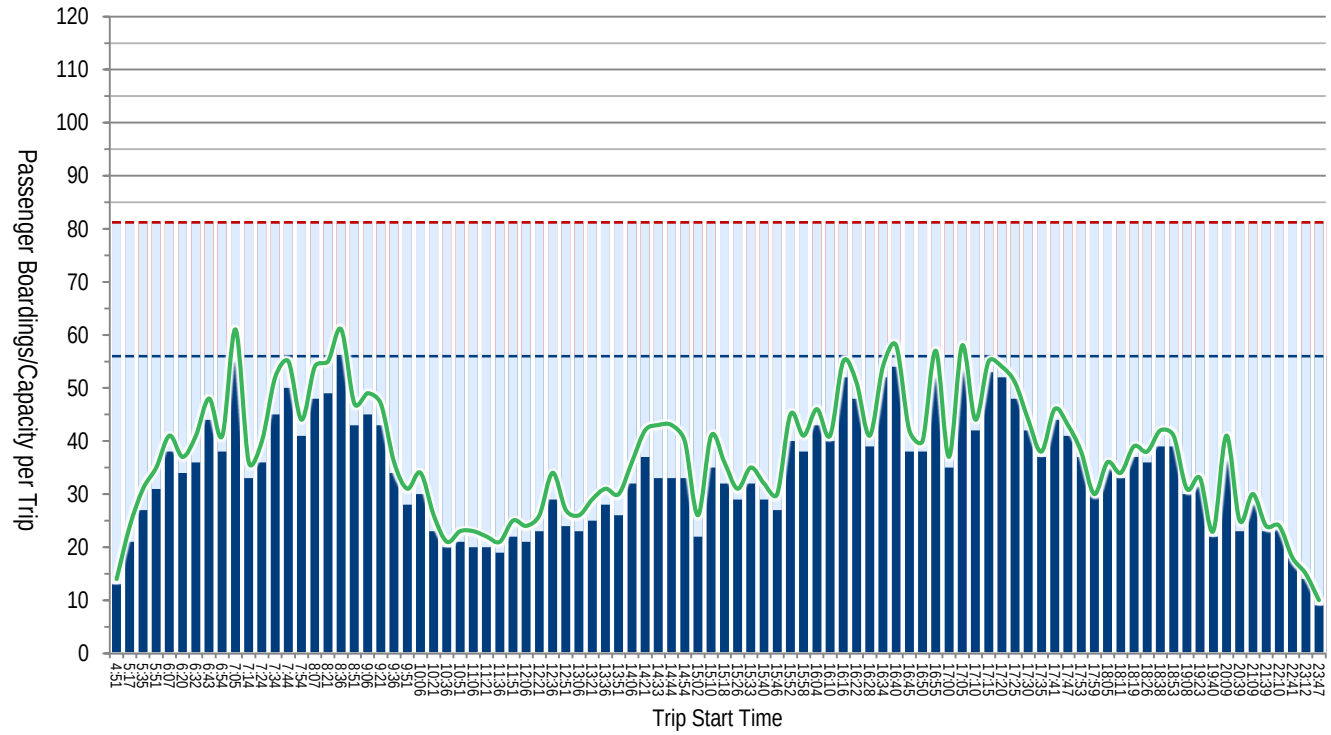
I-90 Route 550 Bellevue - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	**10,816**	**10,269**	**9,760**	**7,185**
	Average Saturday Boardings	**4,325**	**4,331**	**4,013**	**2,862**
	Average Sunday Boardings	**2,808**	**2,735**	**2,604**	**1,953**
	Annual Boardings	**3,151,998**	**2,998,662**	**2,848,492**	

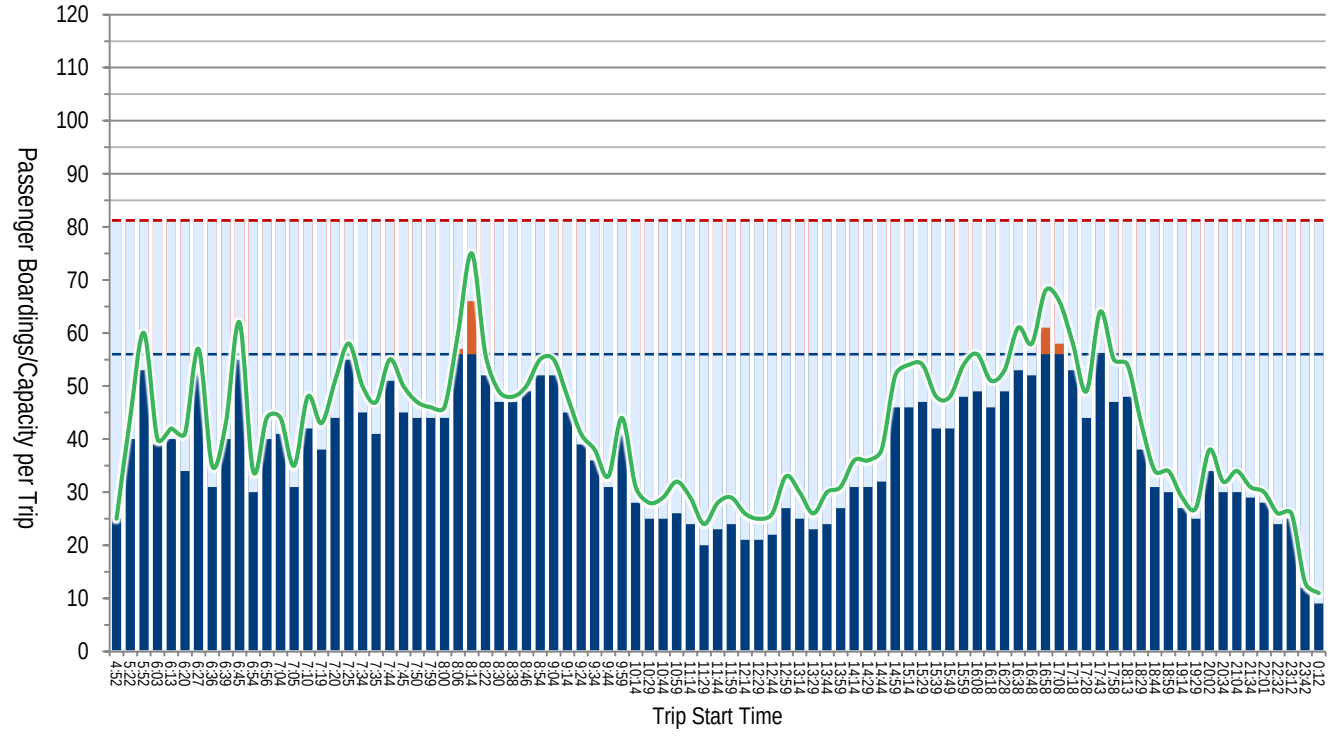


EASTBOUND STOPS to BELLEVUE	Average Weekday		WESTBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs		Ons	Offs
Union St & 5th Ave	701	0	110th Ave NE & NE 10th St	470	0
Union St & 4th Ave	559	8	Bellevue Transit Center	1,186	55
2nd Ave & Seneca St	623	8	NE 4th St & 108th Ave	206	4
2nd Ave & Cherry St	368	5	Bellevue Way NE & NE 4th St	349	25
2nd Ave Ext S & Yesler Way	747	12	Bellevue Way SE & Main St	233	28
Mercer Island Park & Ride (80th Ave SE)	191	833	Bellevue Way & SE 3rd St	104	42
South Bellevue Park & Ride (112th Ave SE)	7	77	Bellevue Way & SE 11th St	44	15
Bellevue Way NE & SE 16th St	21	112	Bellevue Way & SE 16th St	105	28
Bellevue Way NE & SE 10th St	11	58	South Bellevue Park & Ride (112th Ave SE)	88	14
Bellevue Way NE & SE 3rd St	78	108	Mercer Island Park & Ride (80th Ave SE)	812	173
Bellevue Way NE & Main St	28	213	4th Ave & S Jackson St	127	911
NE 4th St & 105th Ave	33	539	4th Ave & Washington St	33	276
Bellevue Transit Center	21	1,012	4th Ave & Cherry St	15	422
110th Ave NE & NE 10th St	0	403	4th Ave & Seneca St	7	571
			4th Ave & Union St	10	585
			Pike St & 6th Ave	7	406
			Pike St & Convention Pl	0	242
Eastbound Total	*3,387*	*3,387*	*Westbound Total*	*3,797*	*3,797*
			Total	*7,185*	*7,185*

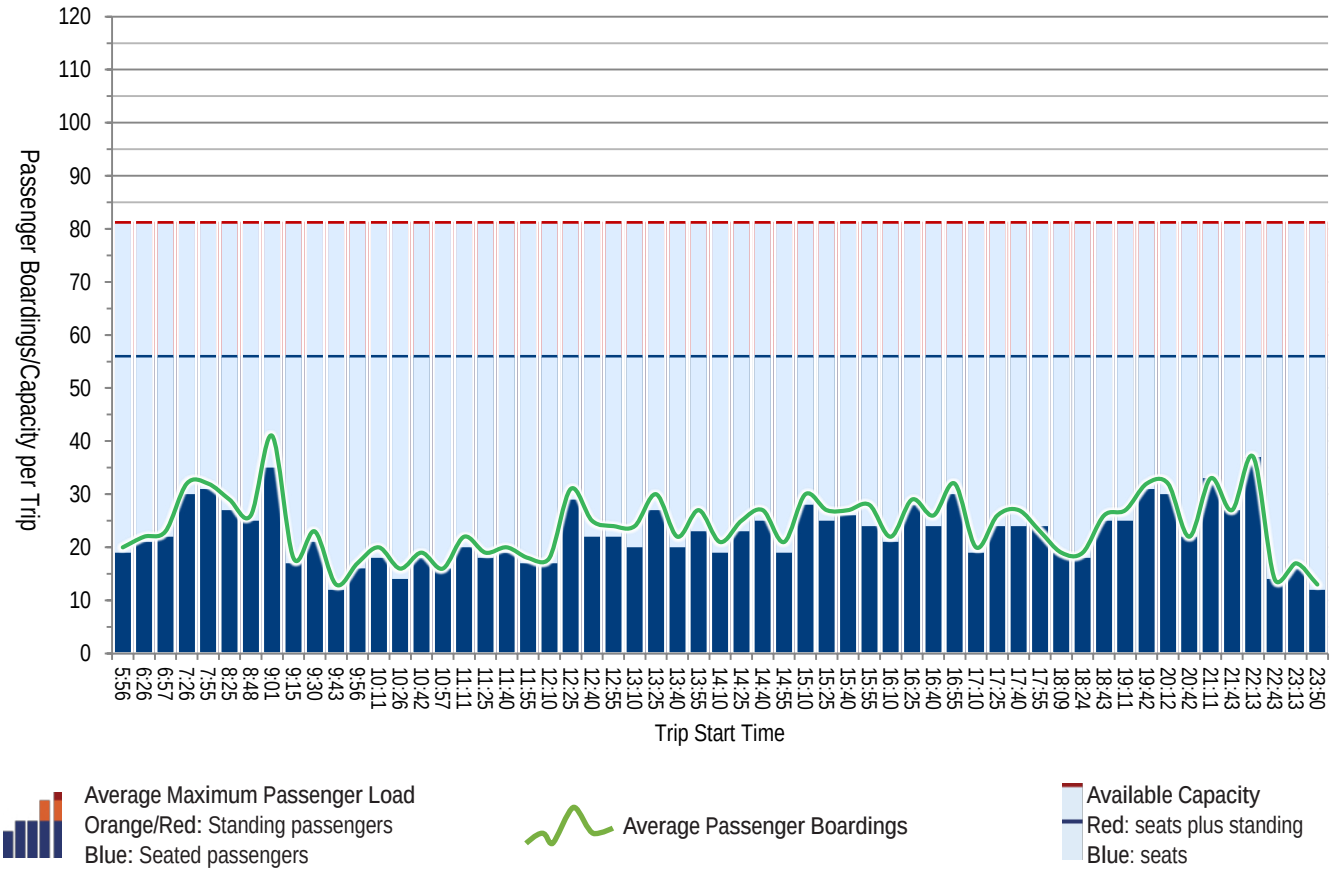
Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday



Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



Eastbound Average Trip Ridership & Maximum Passenger Loads — Saturday

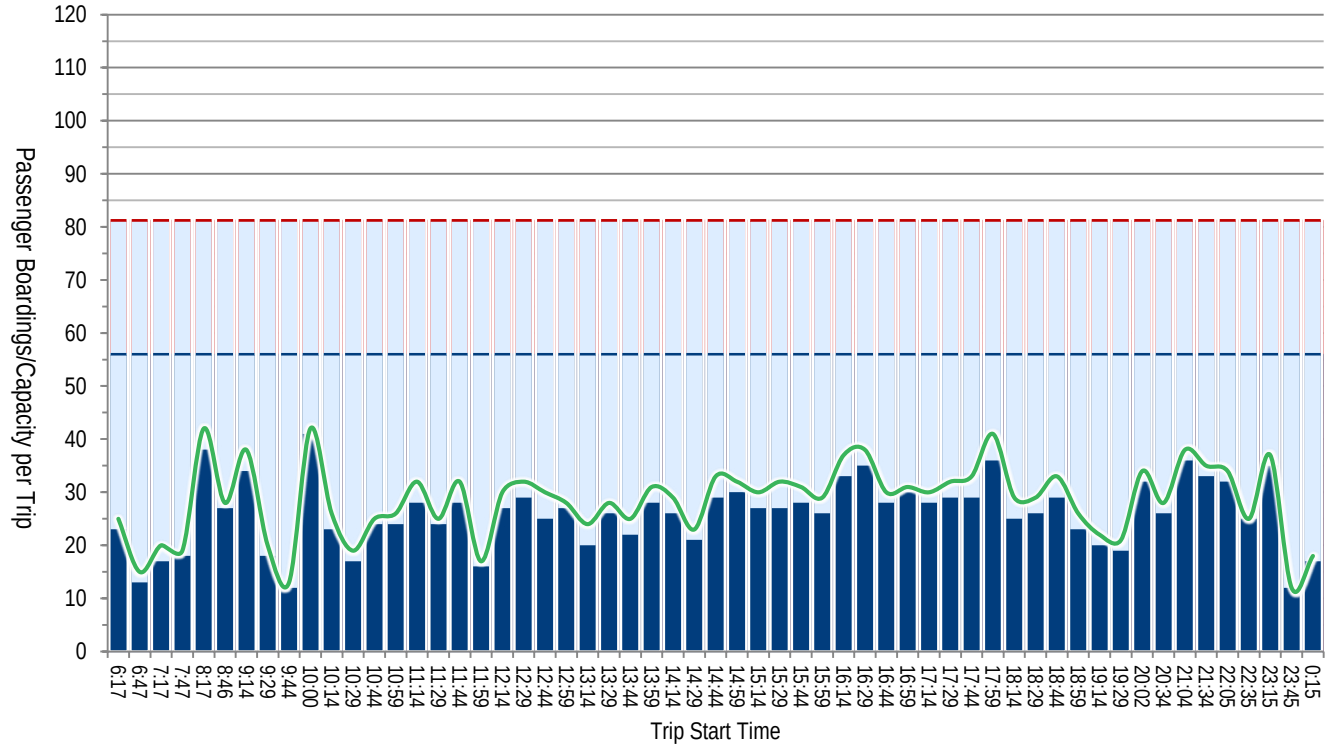


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

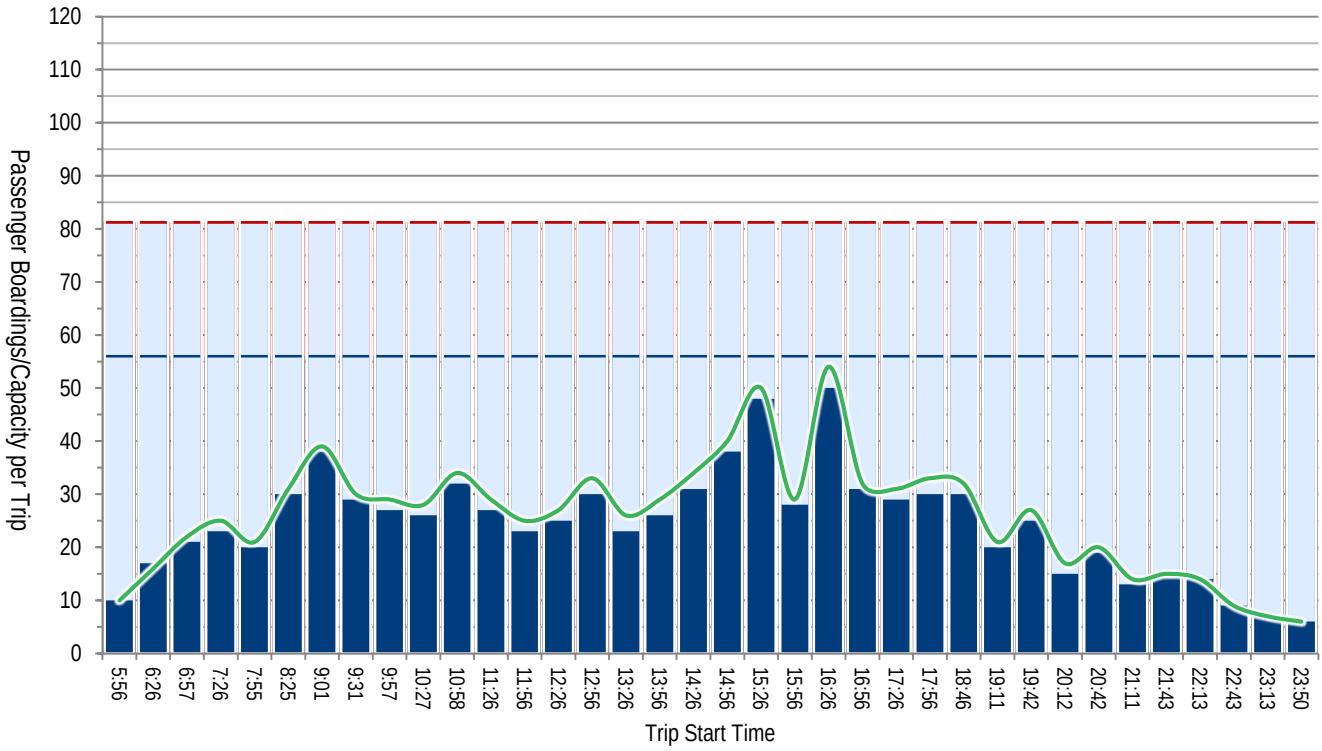
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Saturday — Westbound Average Trip Ridership & Maximum Passenger Loads



Eastbound Average Trip Ridership & Maximum Passenger Loads — Sunday

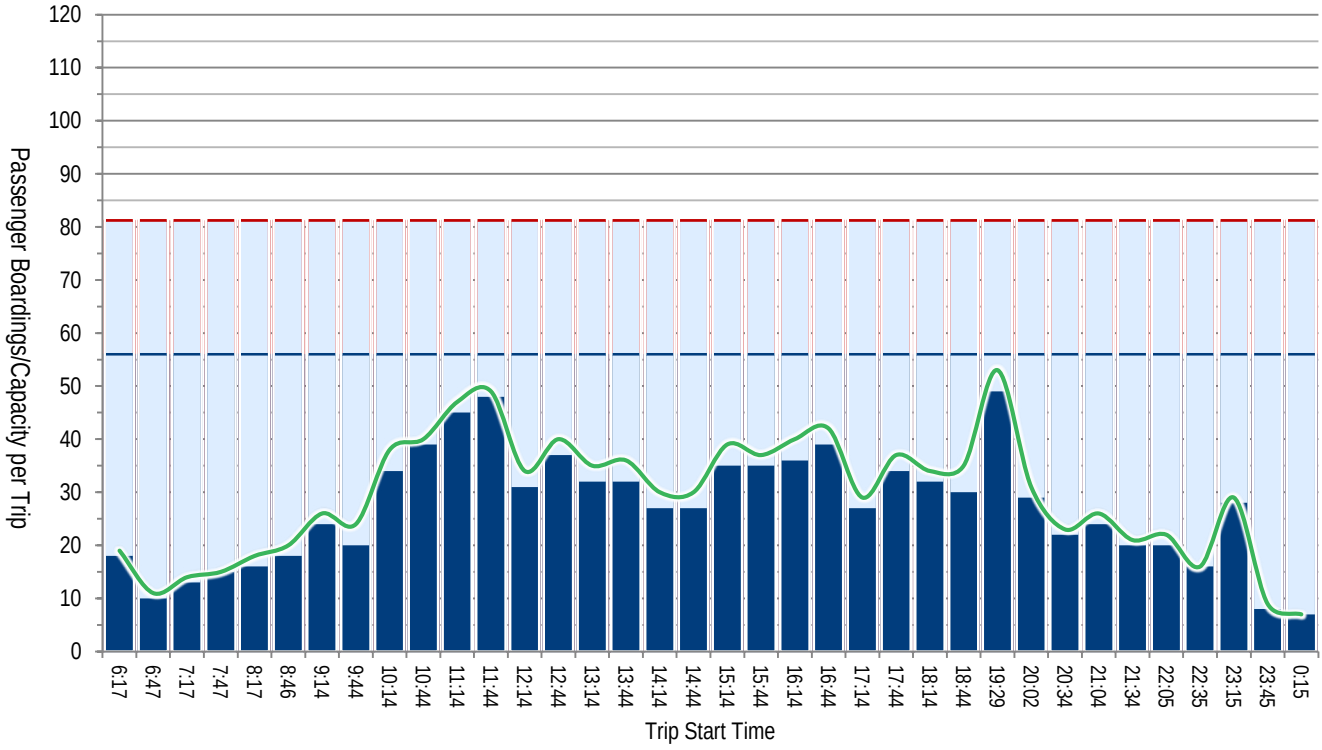


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

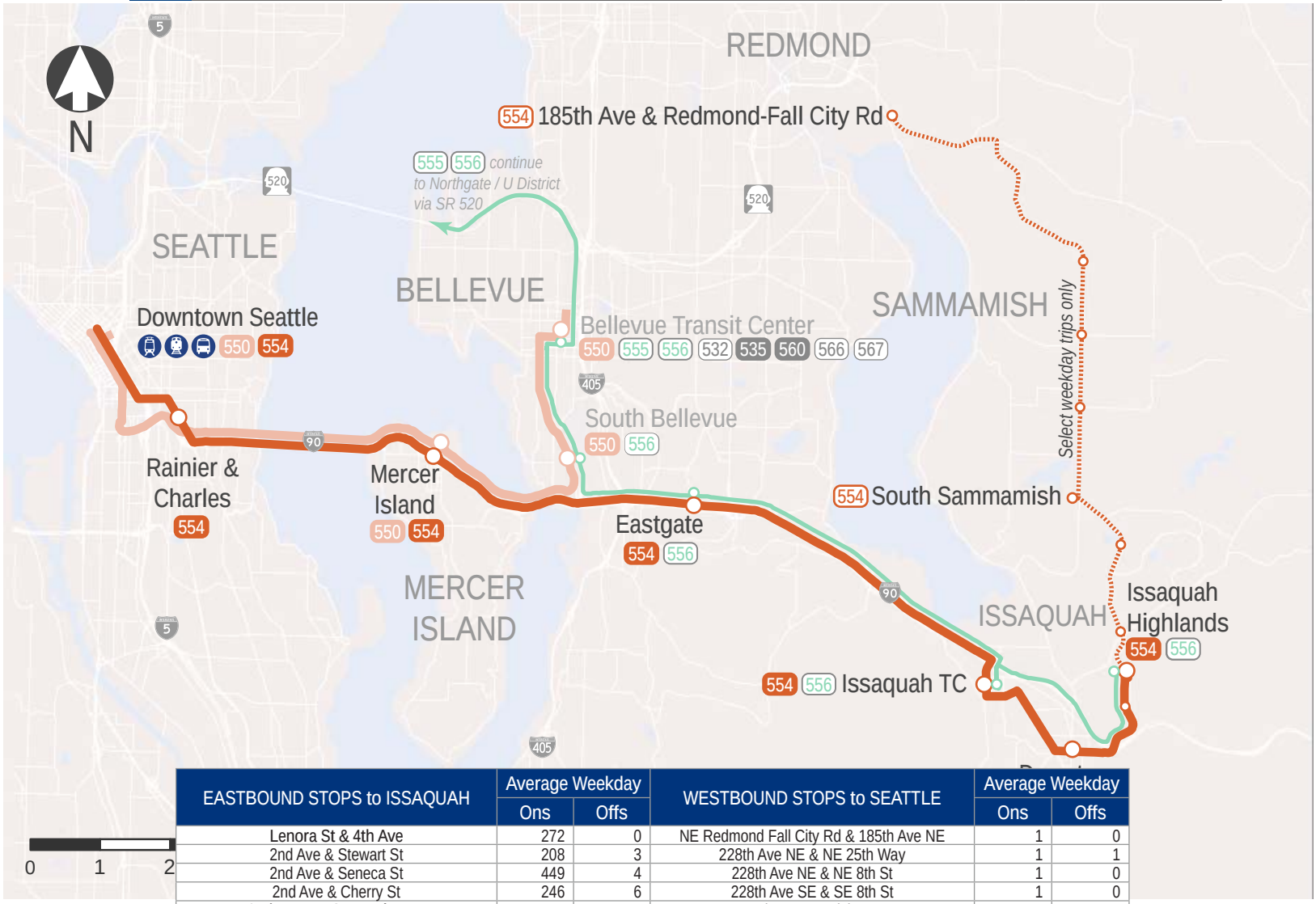
Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Westbound Average Trip Ridership & Maximum Passenger Loads



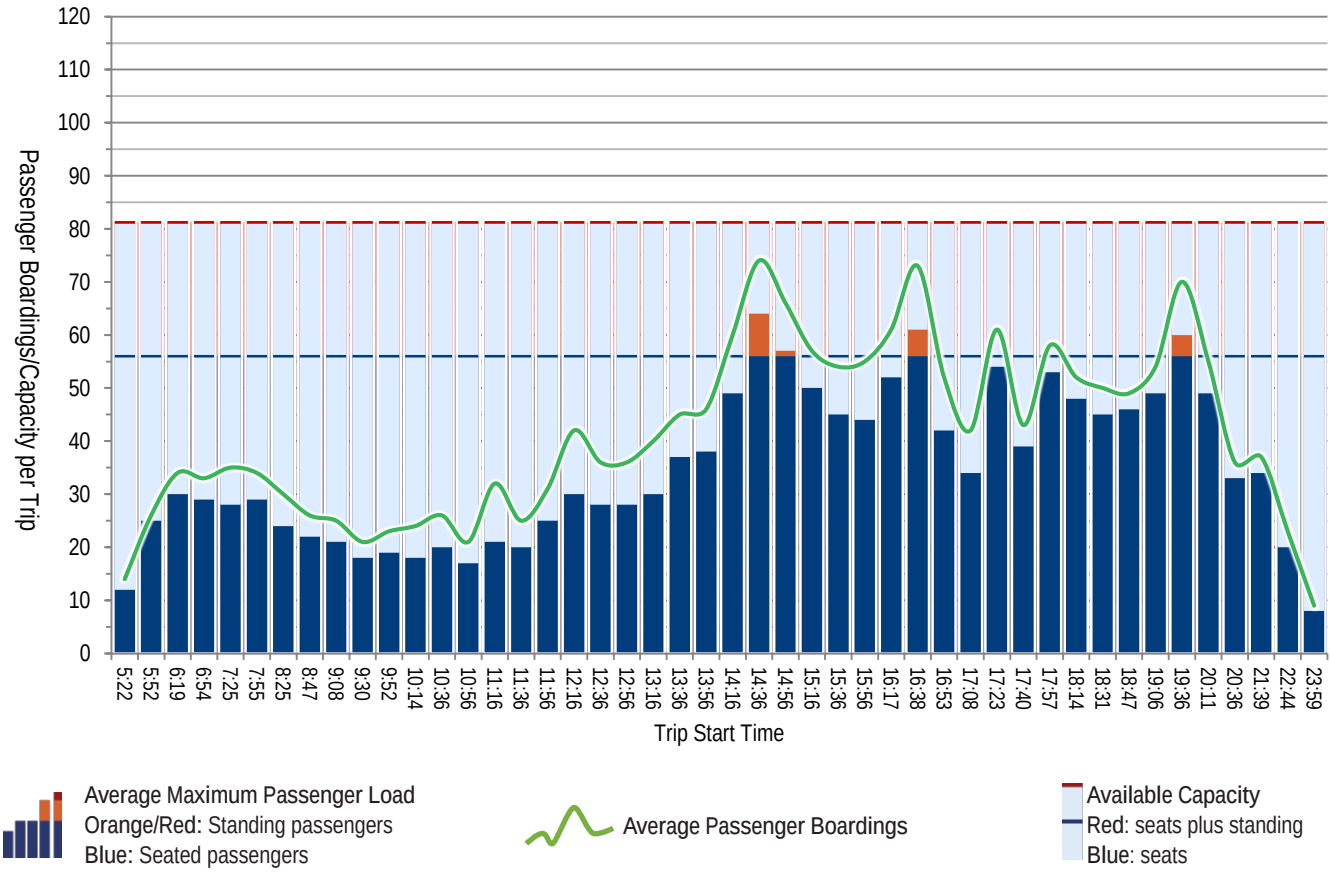
I-90 Route 554 Issaquah - Seattle

Ridership	2016	2017	2018	SPRING 2019
Average Weekday Boardings	4,020	4,116	3,909	3,617
Average Saturday Boardings	1,561	1,672	1,546	1,374
Average Sunday Boardings	1,237	1,339	1,246	1,237
Annual Boardings	1,180,368	1,213,152	1,149,670	

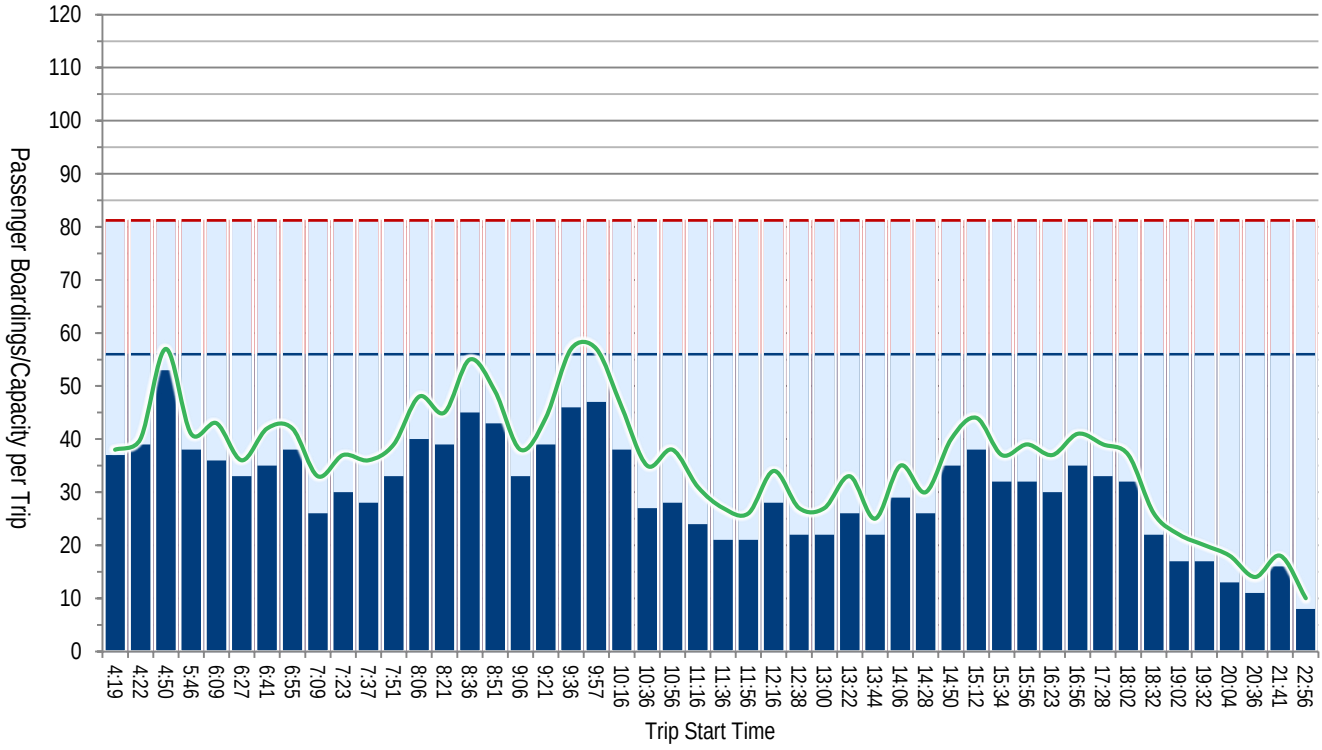


EASTBOUND STOPS to ISSAQUAH	Average Weekday Ons	Average Weekday Offs	WESTBOUND STOPS to SEATTLE	Average Weekday Ons	Average Weekday Offs
Lenora St & 4th Ave	272	0	NE Redmond Fall City Rd & 185th Ave NE	1	0
2nd Ave & Stewart St	208	3	228th Ave NE & NE 25th Way	1	1
2nd Ave & Seneca St	449	4	228th Ave NE & NE 8th St	1	0
2nd Ave & Cherry St	246	6	228th Ave SE & SE 8th St	1	0
2nd Ave Ext S & Yesler Wy	296	7	South Sammamish P&R	2	0
Rainier Ave S & S Charles St	120	29	Issaquah Pine Lake Rd SE & SE 37th Pl	0	0
Mercer Island Park & Ride	75	250	Issaquah Highlands P&R	163	1
Eastgate Freeway Station	117	617	9th Ave NE & NE Ellis Dr	72	8
Issaquah Transit Center	30	472	E Sunset Way & 1st Ave NE	171	29
Sunset Way & Rainier Blvd	31	176	Issaquah Transit Center	437	22
Highlands Dr & NE Ellis Dr	2	104	Eastgate Freeway Station	419	91
Issaquah Highlands P&R	3	169	Mercer Island Park & Ride	313	60
Issaquah Pine Lake Rd & Issaquah Fall City Rd	0	0	Rainier Ave S & S Charles St	62	87
Issaquah Pine Lake Rd & SE 40th Pl	0	1	4th Ave S & S Jackson St	86	366
South Sammamish P&R	0	3	4th Ave S & S Washington St	10	51
228th Ave NE & SE 8th St	0	2	4th Ave & Cherry St	10	235
228th Ave NE & NE 8th St	0	2	4th Ave & Seneca St	2	283
228th Ave NE & NE 25th Way	0	1	4th Ave & Pike St	13	326
NE Redmond Fall City & 185th Ave NE	0	1	4th Ave & Stewart St	5	124
			Blanchard St & 6th Ave	0	86
Eastbound Total	*1,849*	*1,849*	*Westbound Total*	*1,768*	*1,768*
			Total	*3,617*	*3,617*

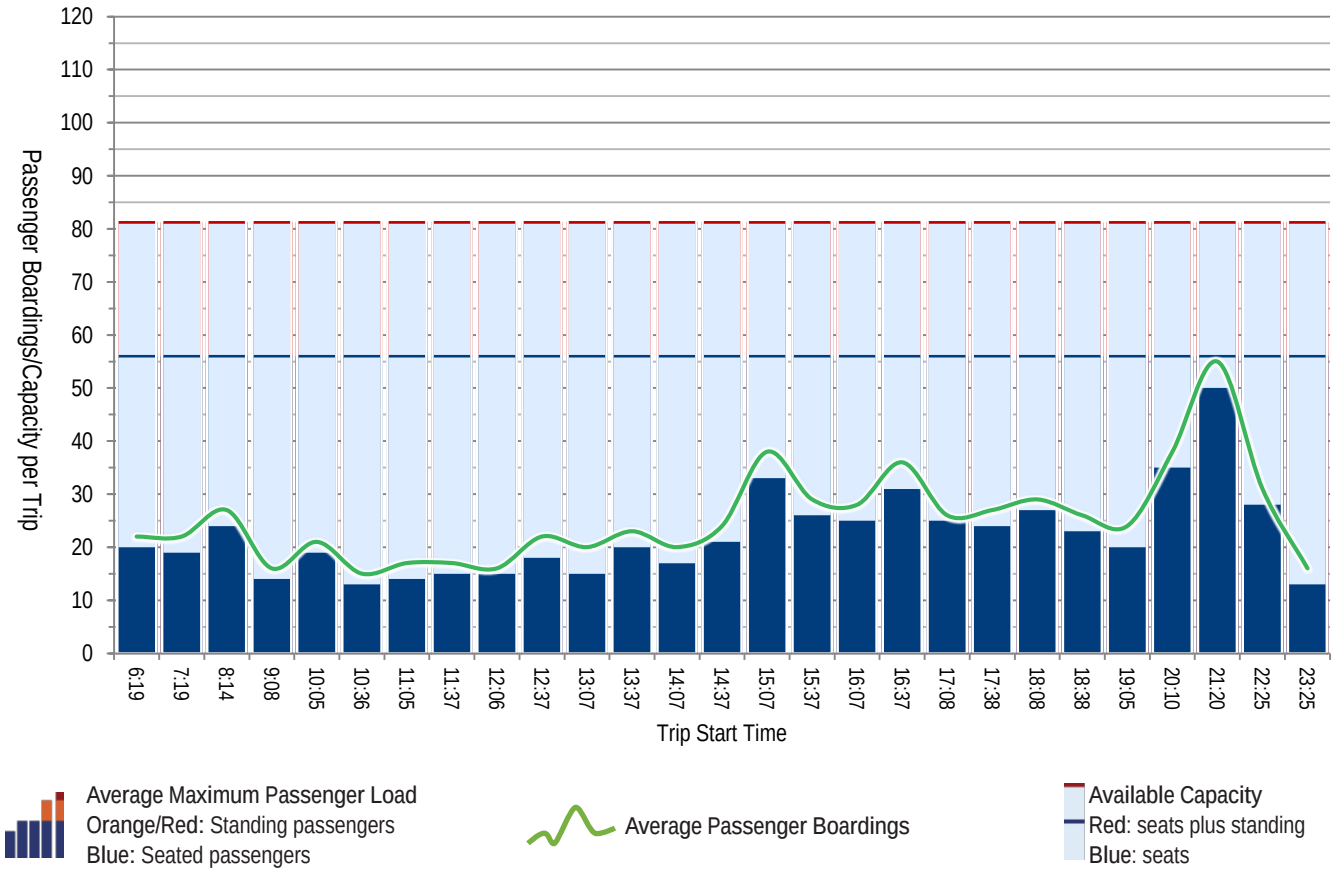
Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday



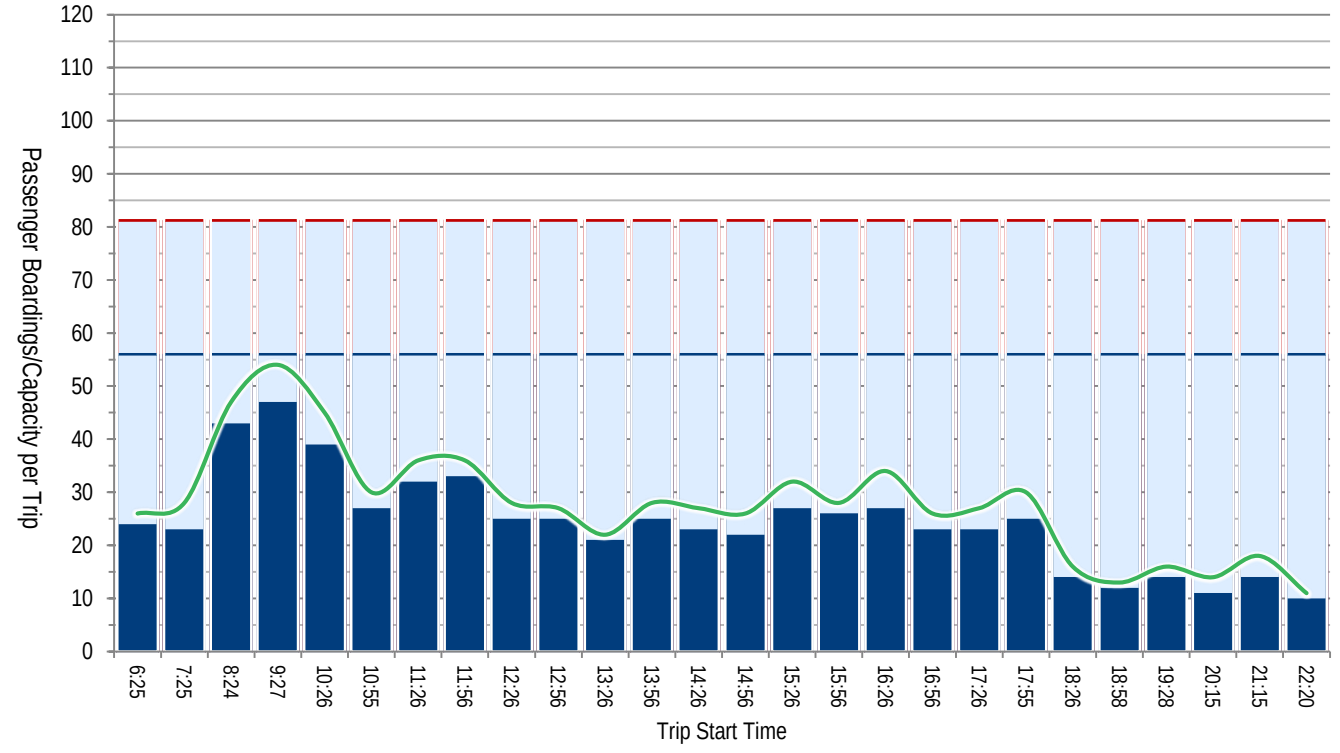
Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



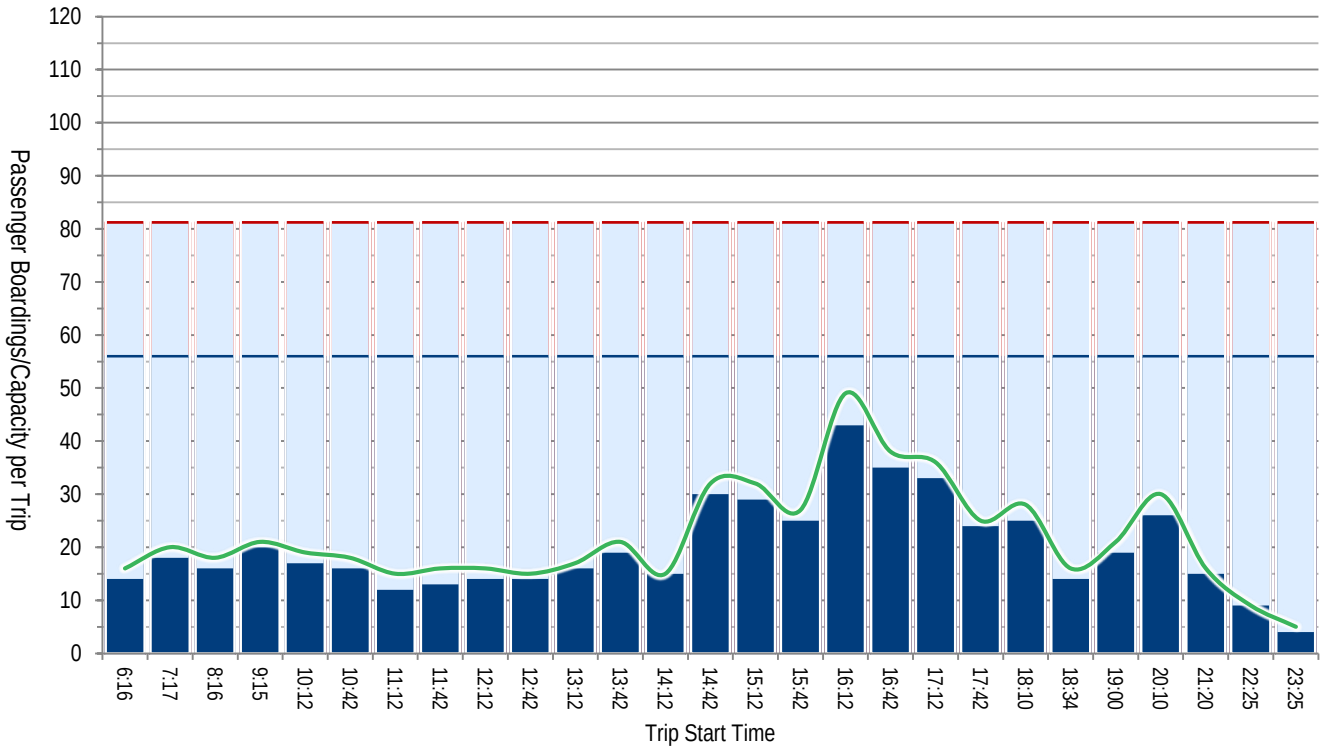
Eastbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Saturday — Westbound Average Trip Ridership & Maximum Passenger Loads



Eastbound Average Trip Ridership & Maximum Passenger Loads — Sunday

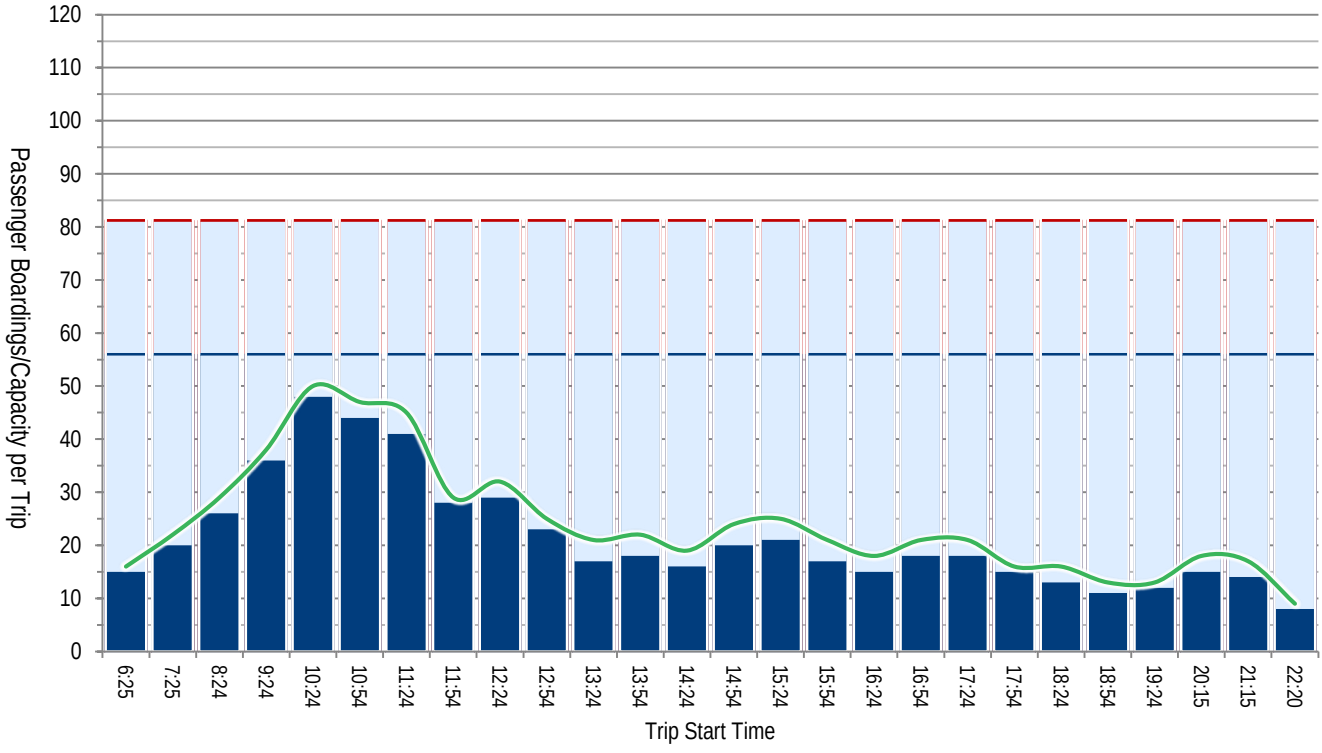


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

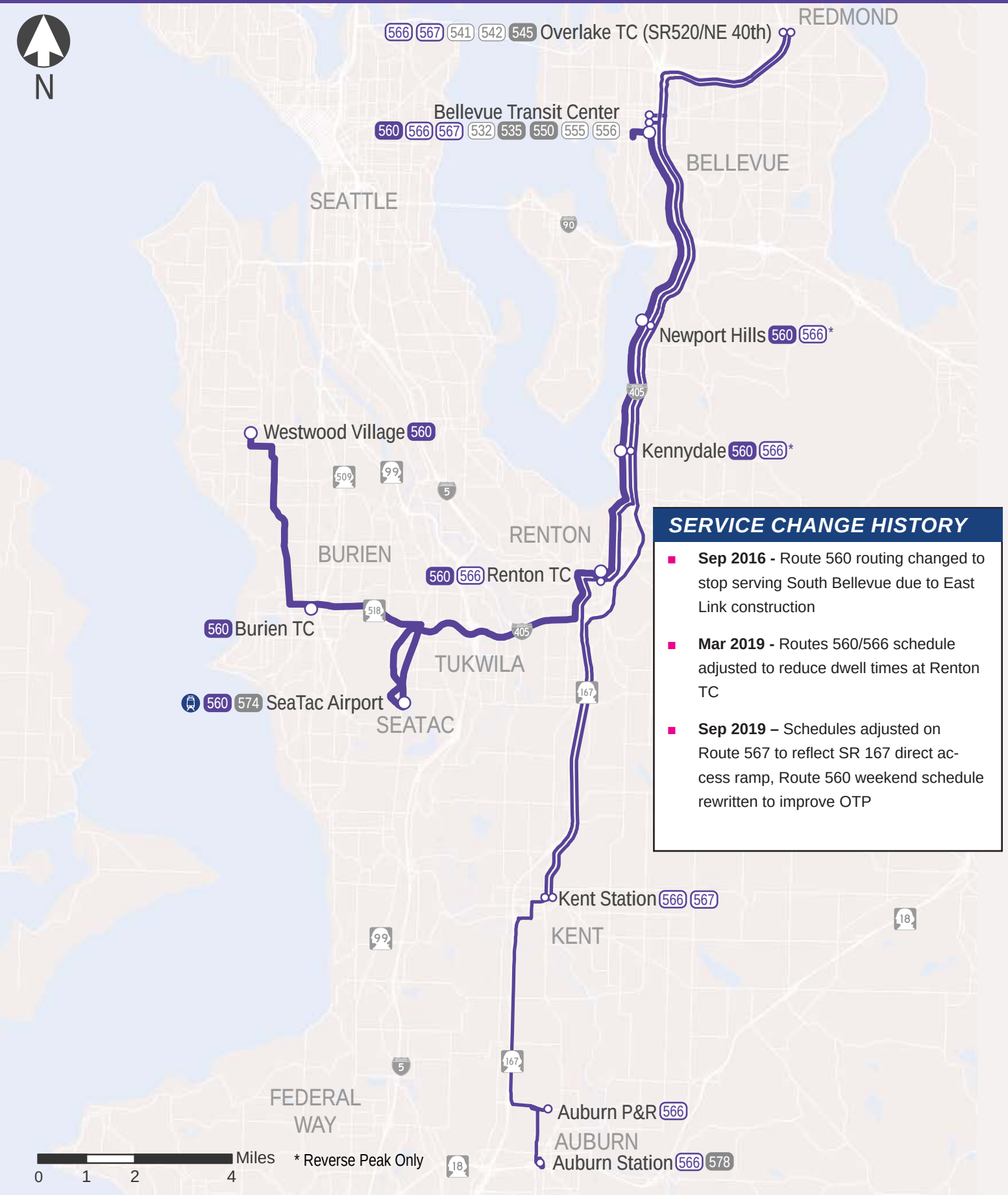
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Westbound Average Trip Ridership & Maximum Passenger Loads



I-405 South



SERVICE CHANGE HISTORY

- **Sep 2016 -** Route 560 routing changed to stop serving South Bellevue due to East Link construction
- **Mar 2019 -** Routes 560/566 schedule adjusted to reduce dwell times at Renton TC
- **Sep 2019 –** Schedules adjusted on Route 567 to reflect SR 167 direct access ramp, Route 560 weekend schedule rewritten to improve OTP

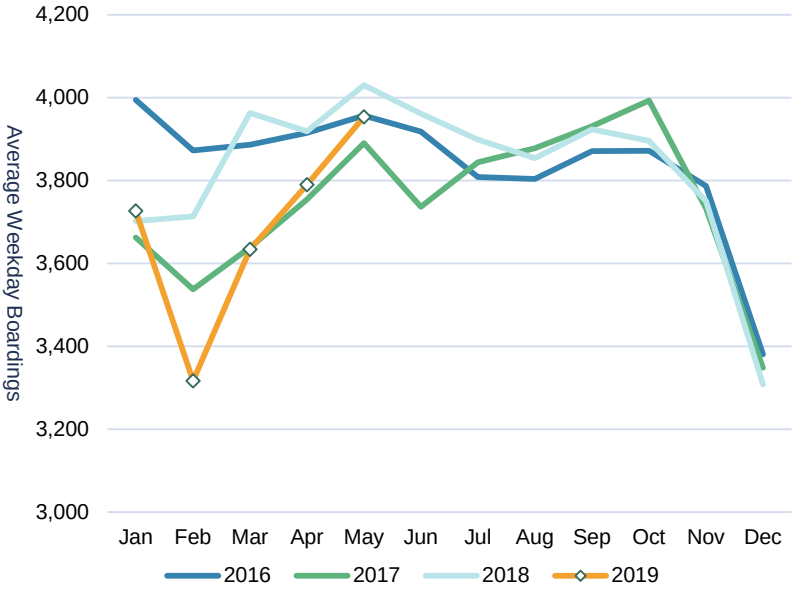
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span																							
			2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a
Weekday	North East	560				30													60							
		566				30	10-20		30			60					30									
		567					20-30					1 trip														
	South West	560				30														60						
		566					30		60						30		10-20		30							
		567													20-30											

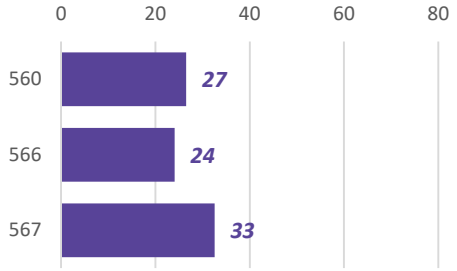
	Direction	Route	Frequency & Span																							
			2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a
Sat	East	560				60																				
	West	560				60																				

	Direction	Route	Frequency & Span																							
			2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a
Sun	East	560				60																				
	West	560				60																				

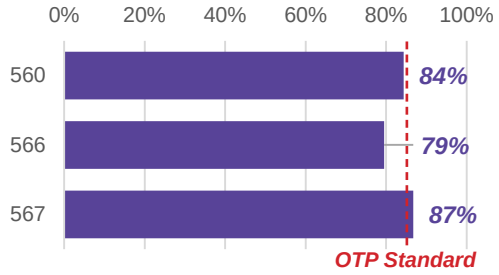
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

- **Route 566:** Discontinue reverse peak service to low ridership stops at Kennydale and Newport Hills to improve reliability between Renton and Bellevue. Rewrite schedules to improve on-time performance.

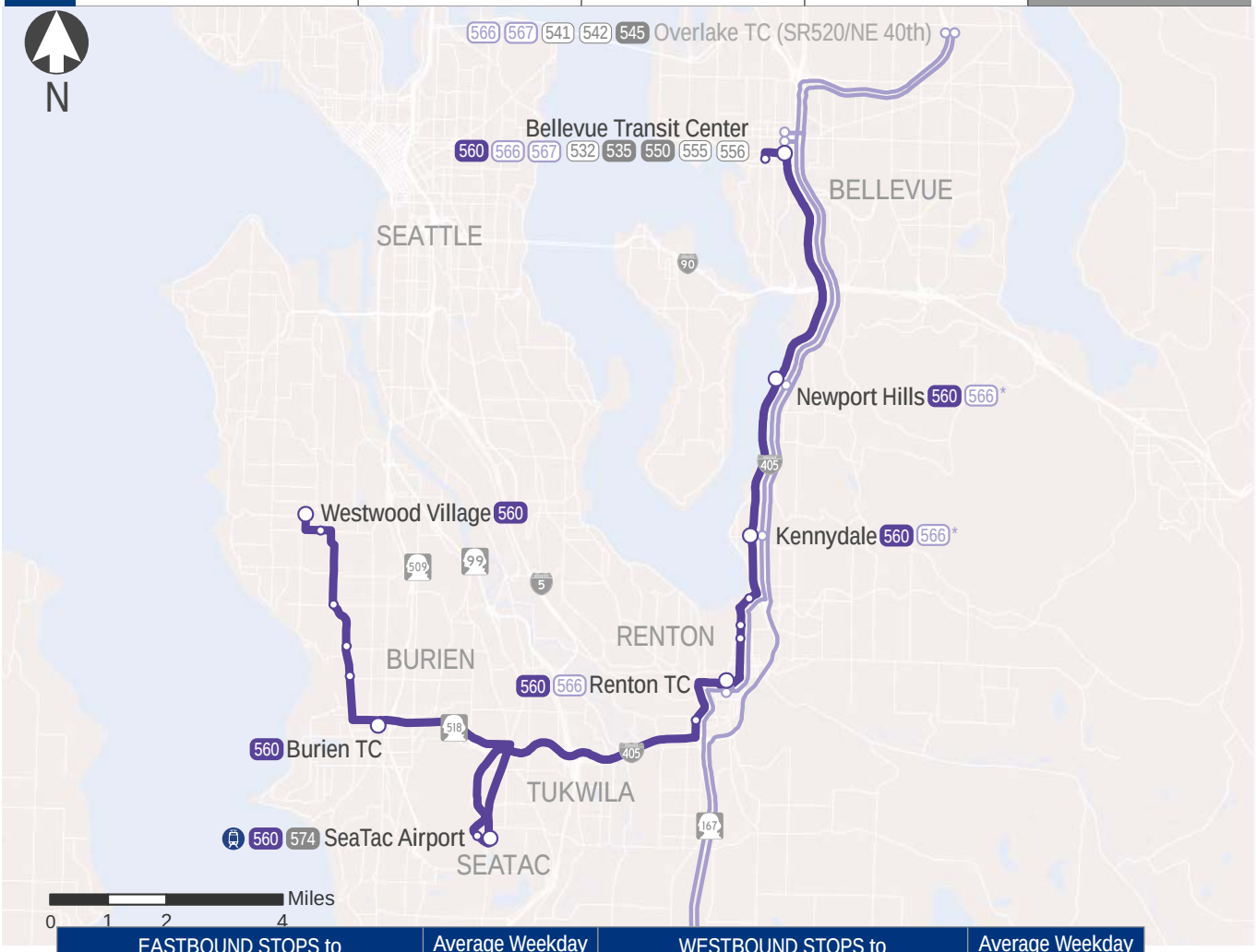
LONG TERM CORRIDOR OUTLOOK

- **2021 -** King County Metro H-Line opens connecting Burien - Westwood Village - Seattle
- **2023 –** East Link opens, connecting Redmond to Seattle via Bellevue
- **2024 –** Stride between Bellevue and Burien opens

I-405 South

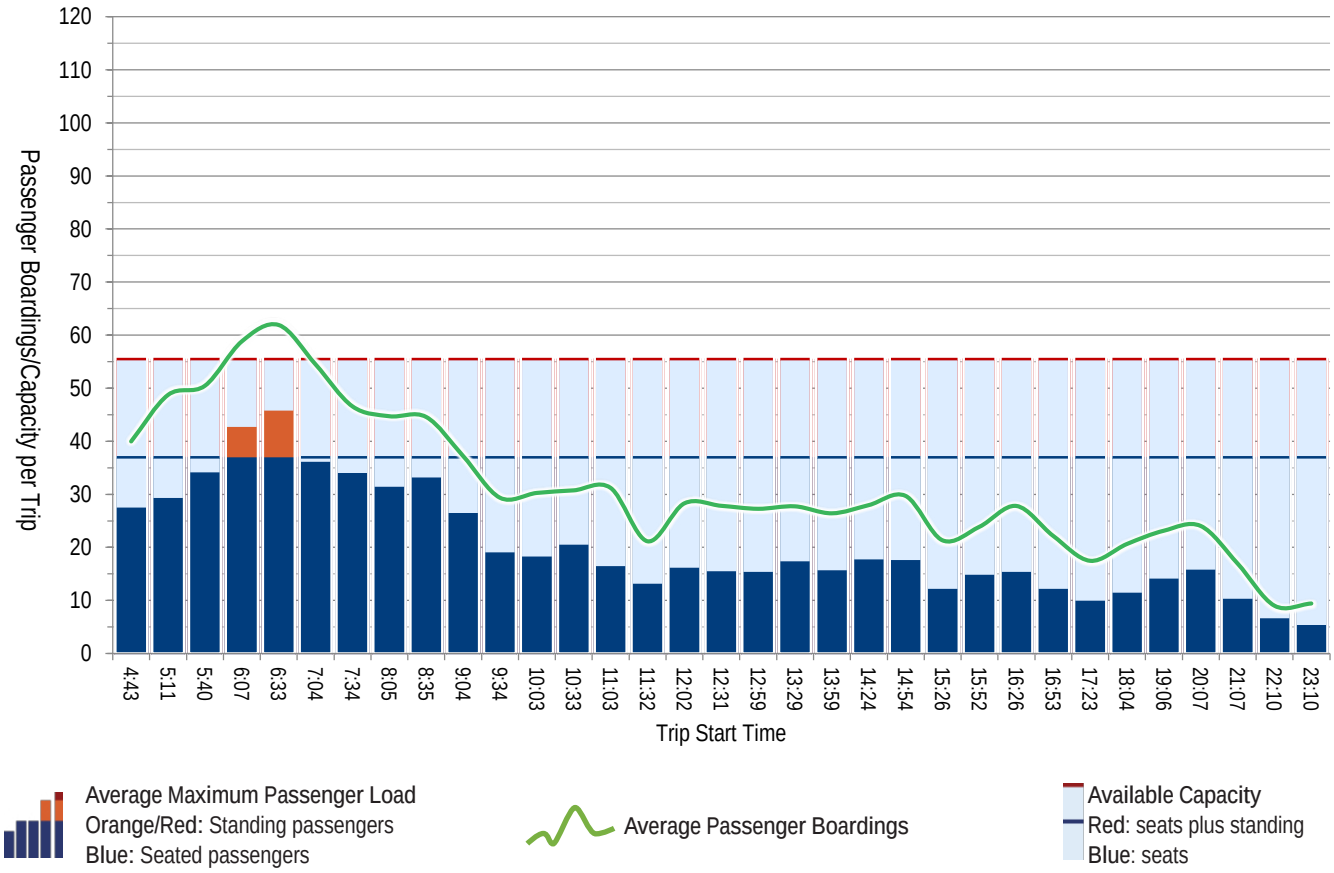
Route 560 Bellevue - Westwood Village

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	1,727	1,724	1,791	1,850
	Average Saturday Boardings	775	794	855	890
	Average Sunday Boardings	702	692	768	831
	Annual Boardings	522,058	519,992	545,862	

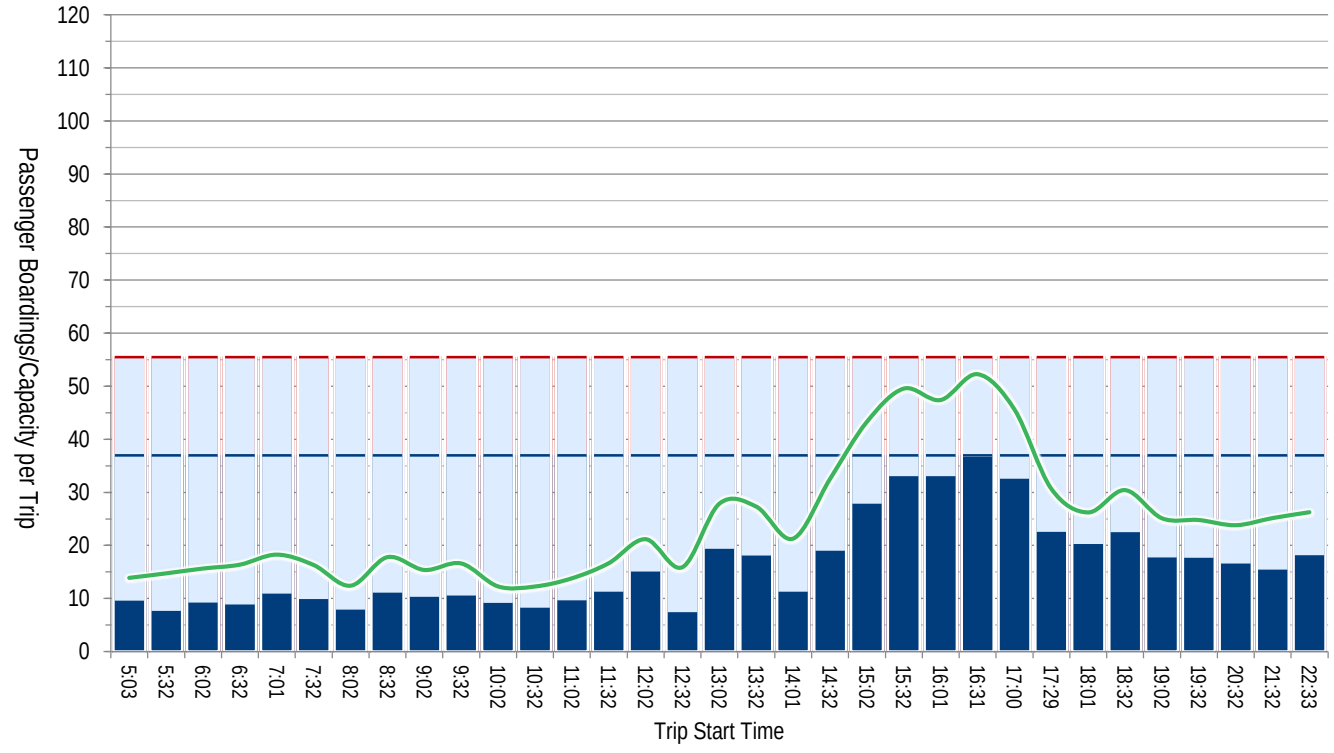


EASTBOUND STOPS to BELLEVUE	Average Weekday		WESTBOUND STOPS to WESTWOOD VILLAGE	Average Weekday	
	Ons	Offs		Ons	Offs
25th Ave & Barton Pl (Westwood Village)	84	0	105th Ave & 2nd St	46	0
Roxbury St & 20th Ave	28	1	Bellevue Transit Center	466	6
16th Ave & 116th St	24	1	I-405/Lake Washington Blvd	7	49
Ambaum Blvd & 128th St	27	2	I-405/Kennydale Freeway Station	19	41
Ambaum Blvd & 136th St	42	3	Park Ave & Lake Washington Blvd	16	30
Burien Transit Center	95	53	Park Ave & 8th St	9	31
SeaTac Airport	126	88	Park Ave & 6th St	6	13
International Blvd & 176th St (Link)	126	32	Renton Transit Center	80	176
Rainier Ave & 7th St	48	46	Rainier Ave & 7th St	42	26
Renton Transit Center	185	67	SeaTac Airport	49	178
Park Ave & 6th St	12	7	International Blvd & 176th St (Link)	51	55
Park Ave & 8th St	28	12	Burien Transit Center	27	78
Park Ave & Garden Ave	27	15	Ambaum Blvd & 136th St	3	27
I-405/Kennydale Freeway Station	48	19	Ambaum Blvd & 128th St	3	15
I-405/Lake Washington Blvd	55	10	Ambaum Blvd & 116th St	1	14
Bellevue Transit Center	68	626	Roxbury St & 20th Ave	1	22
105th Ave & 2nd St	0	42	26th Ave & Barton Pl (Westwood Village)	0	65
Eastbound Total	*1,023*	*1,023*	*Westbound Total*	*827*	*827*
			Total	*1,850*	*1,850*

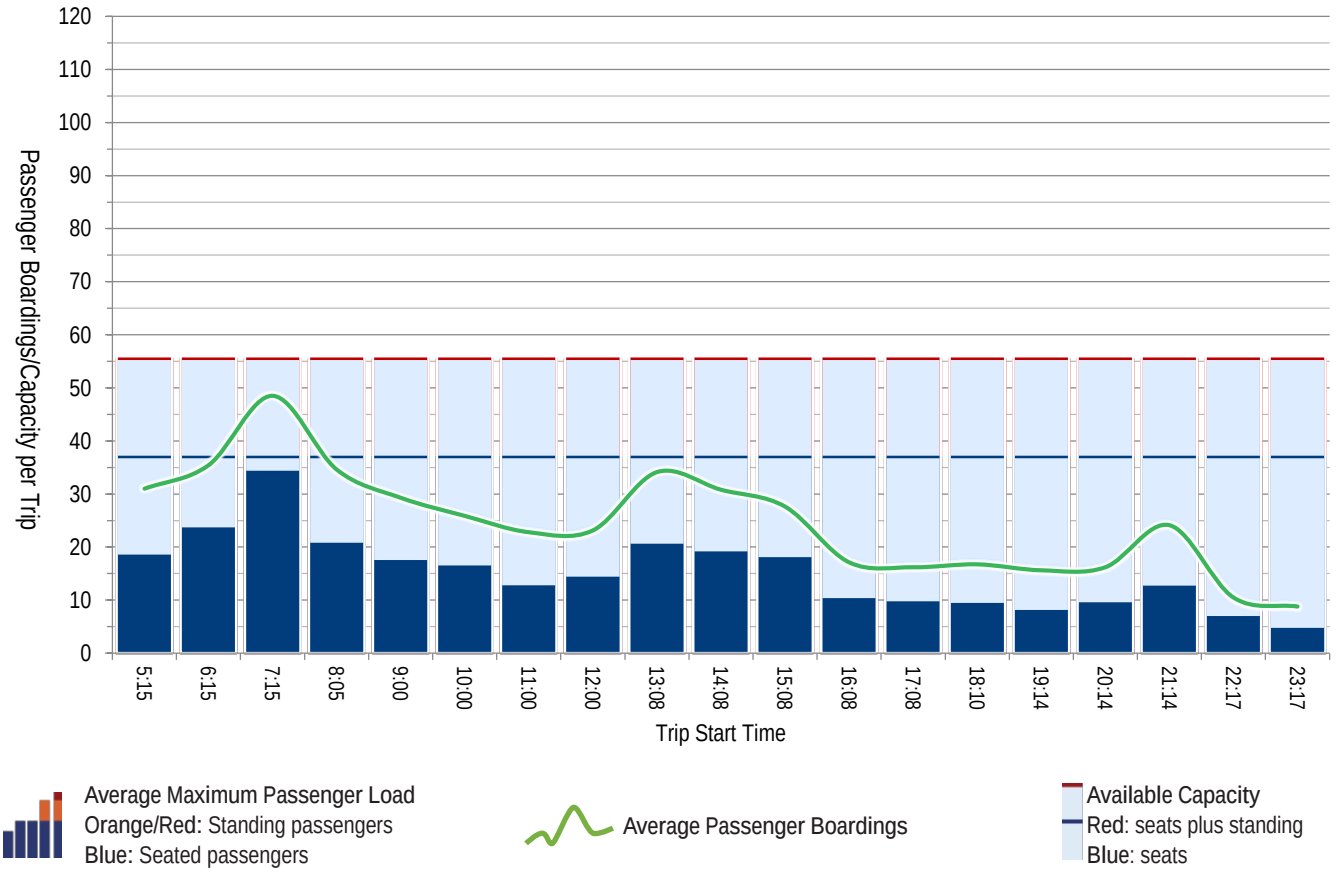
Eastbound Average Trip Ridership & Maximum Passenger Loads — Weekday



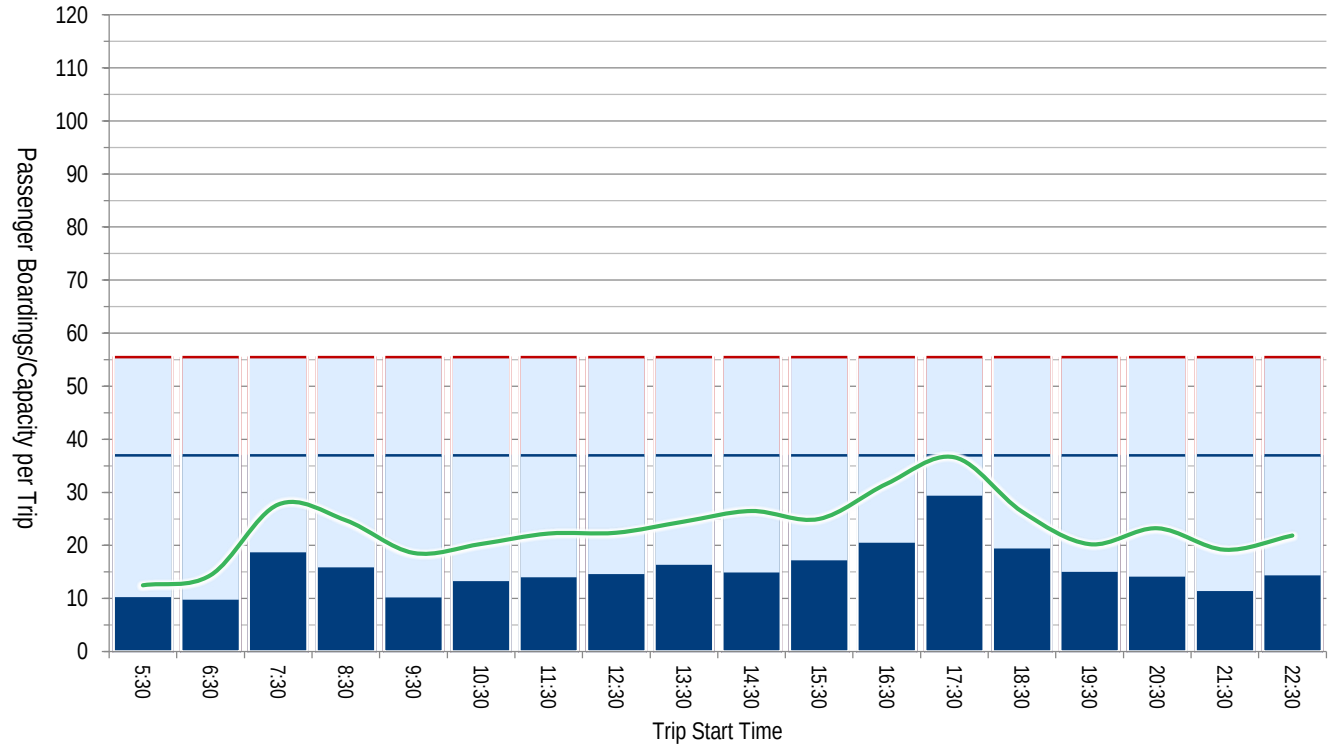
Weekday — Westbound Average Trip Ridership & Maximum Passenger Loads



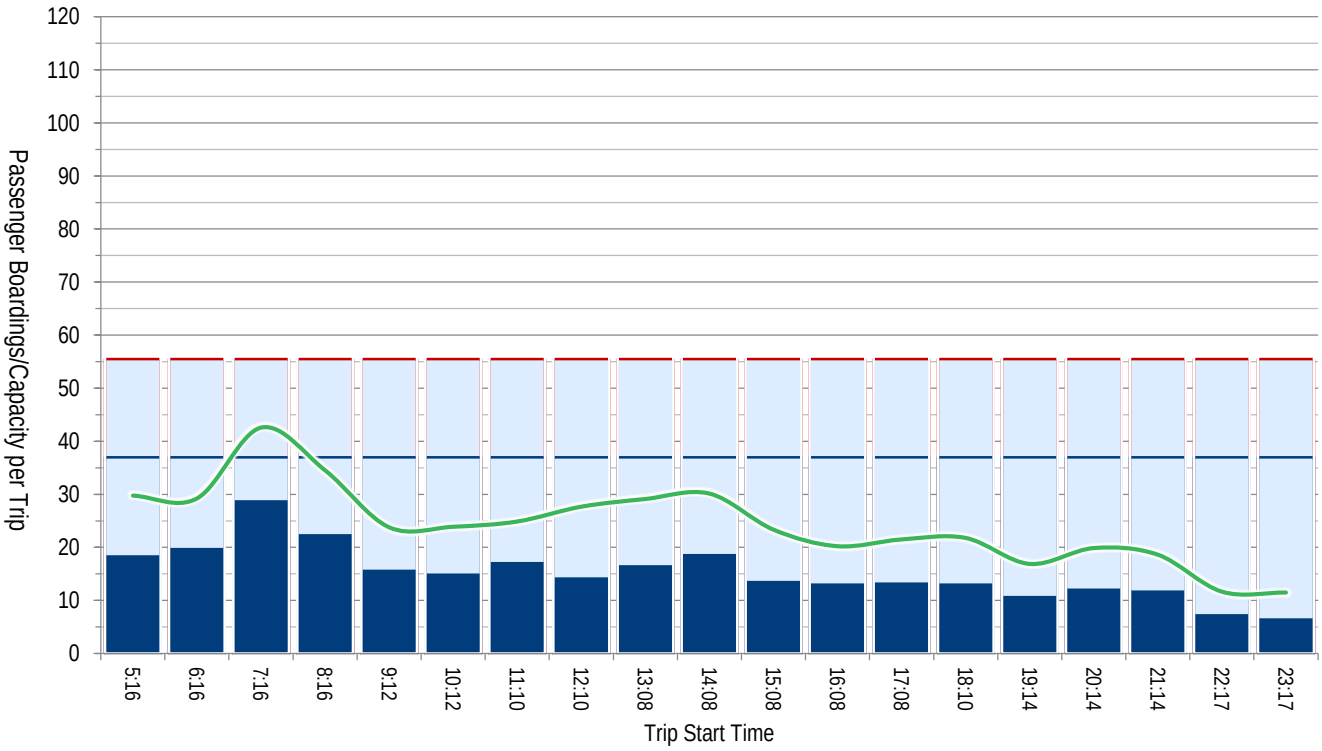
Eastbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Saturday — Westbound Average Trip Ridership & Maximum Passenger Loads



Eastbound Average Trip Ridership & Maximum Passenger Loads — Sunday

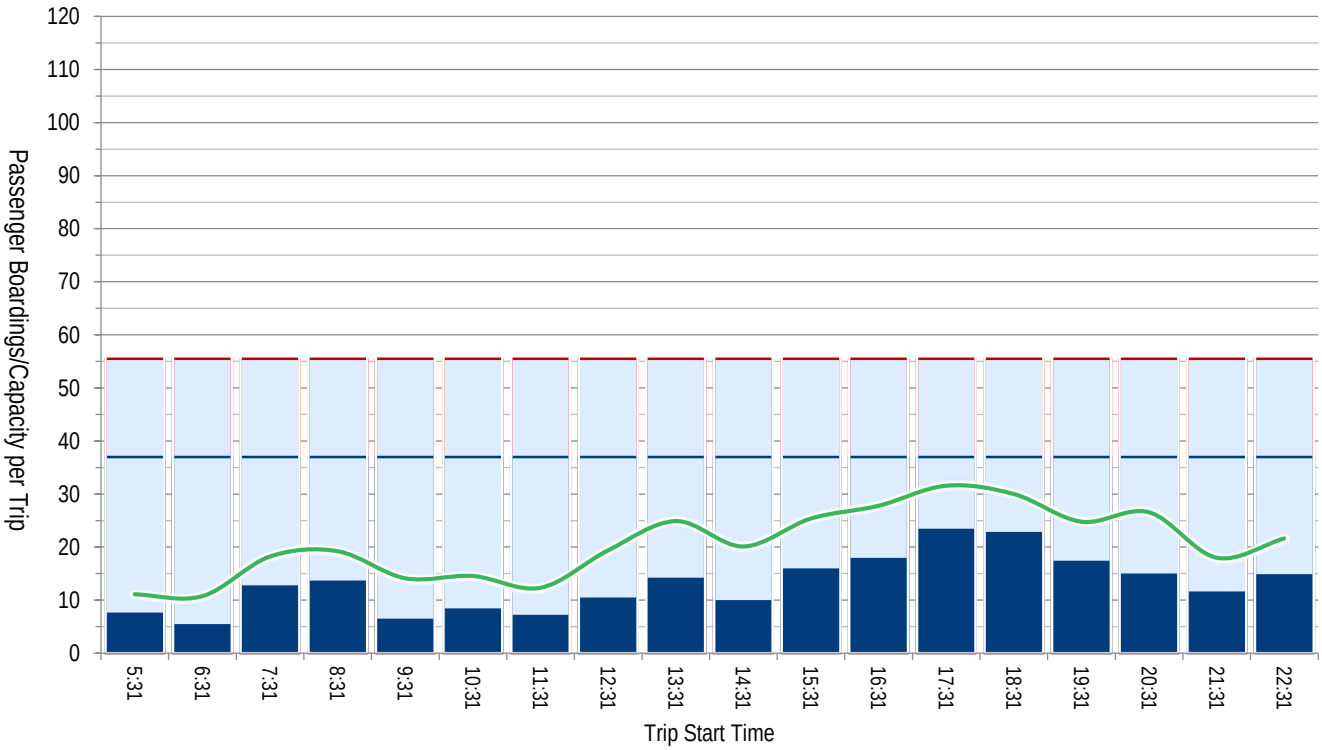


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Westbound Average Trip Ridership & Maximum Passenger Loads



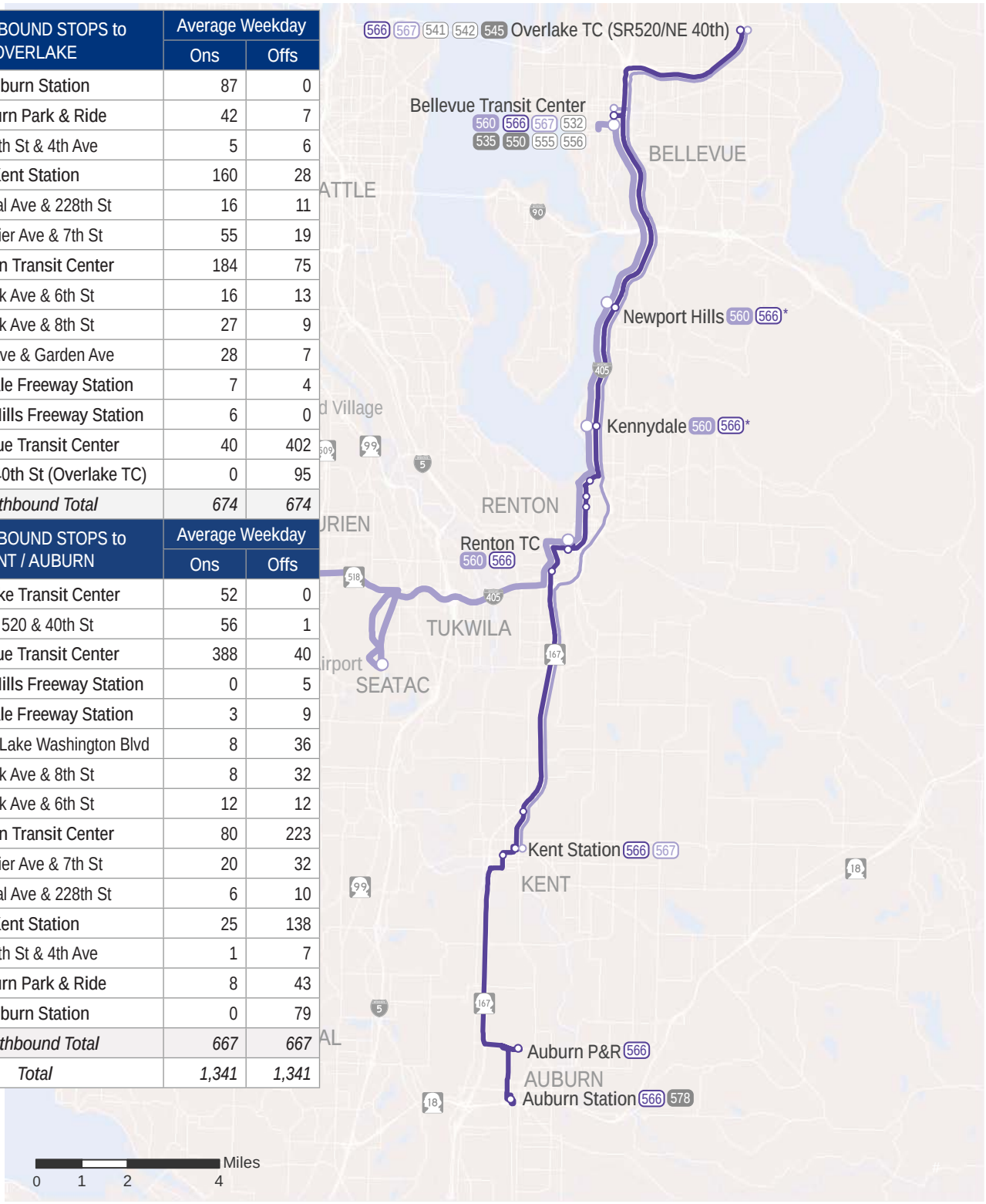
I-405 South

Route 566 Kent / Auburn - Overlake

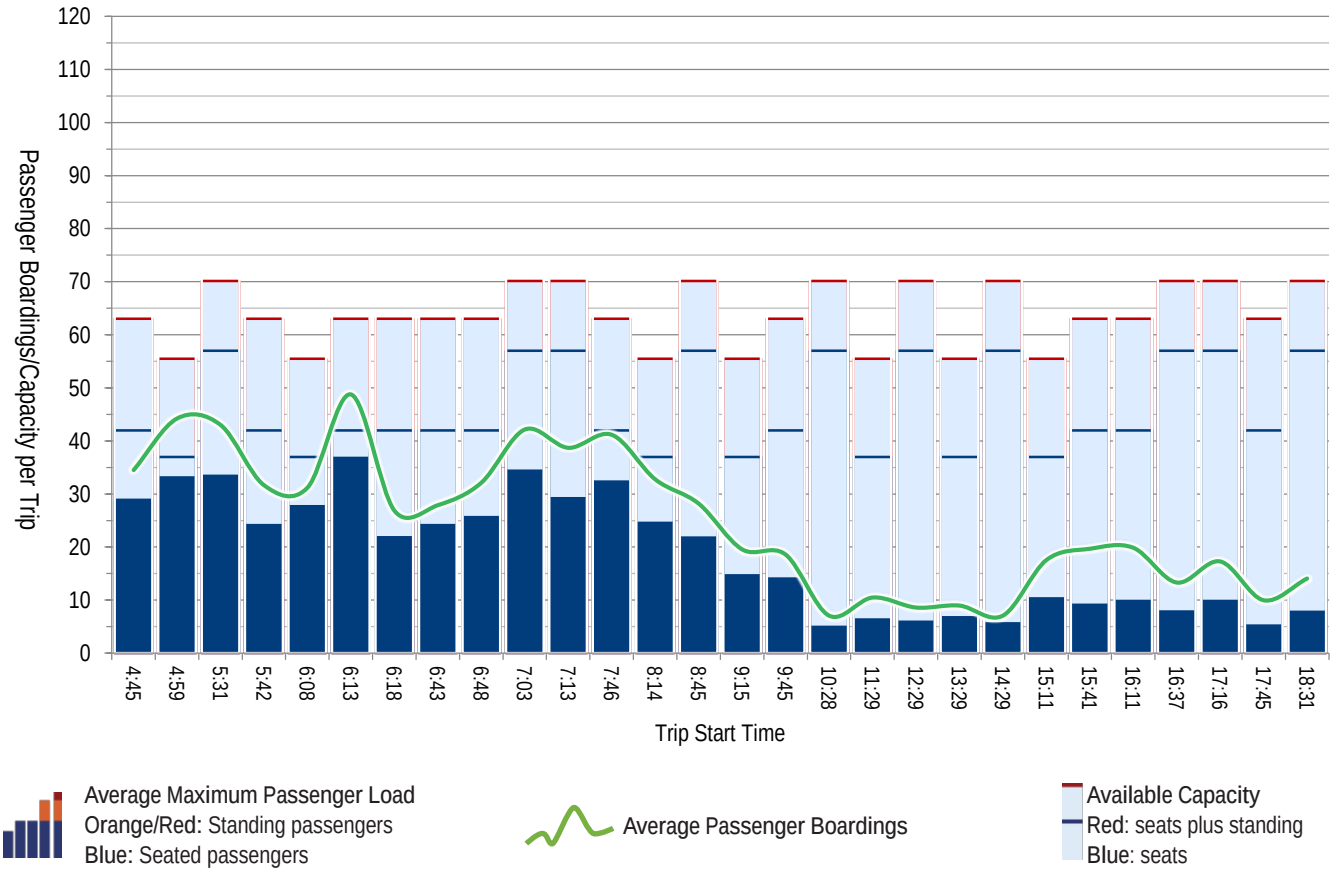
		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	1,516	1,401	1,376	1,341
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	386,674	355,782	350,801	

NORTHBOUND STOPS to OVERLAKE	Average Weekday	
	Ons	Offs
Auburn Station	87	0
Auburn Park & Ride	42	7
Smith St & 4th Ave	5	6
Kent Station	160	28
Central Ave & 228th St	16	11
Rainier Ave & 7th St	55	19
Renton Transit Center	184	75
Park Ave & 6th St	16	13
Park Ave & 8th St	27	9
Park Ave & Garden Ave	28	7
Kennydale Freeway Station	7	4
Newport Hills Freeway Station	6	0
Bellevue Transit Center	40	402
SR 520 & 40th St (Overlake TC)	0	95
Northbound Total	*674*	*674*

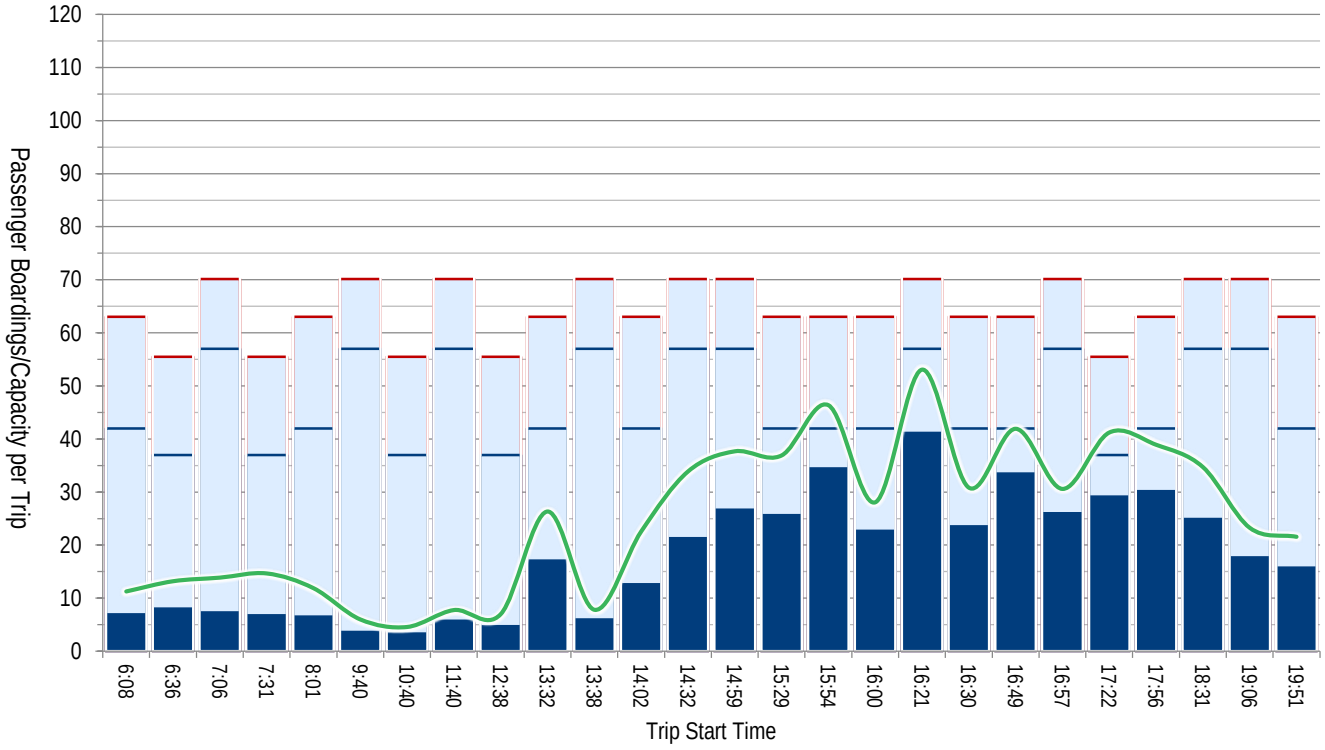
SOUTHBOUND STOPS to KENT / AUBURN	Average Weekday	
	Ons	Offs
Overlake Transit Center	52	0
SR 520 & 40th St	56	1
Bellevue Transit Center	388	40
Newport Hills Freeway Station	0	5
Kennydale Freeway Station	3	9
Park Ave & Lake Washington Blvd	8	36
Park Ave & 8th St	8	32
Park Ave & 6th St	12	12
Renton Transit Center	80	223
Rainier Ave & 7th St	20	32
Central Ave & 228th St	6	10
Kent Station	25	138
Smith St & 4th Ave	1	7
Auburn Park & Ride	8	43
Auburn Station	0	79
Southbound Total	*667*	*667*
Total	*1,341*	*1,341*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



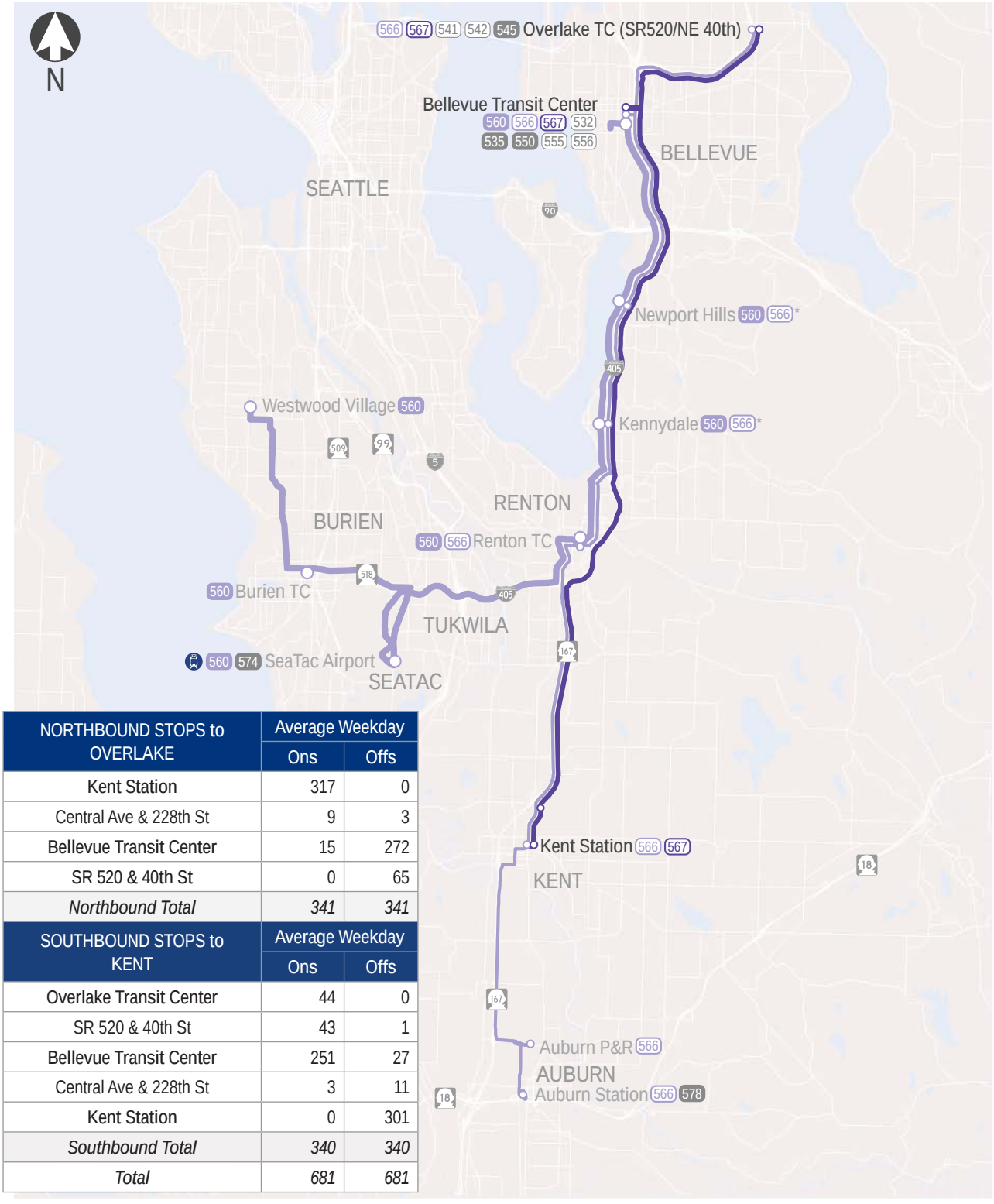
Weekday Southbound Average Trip Ridership & Maximum Passenger Loads



I-405 South

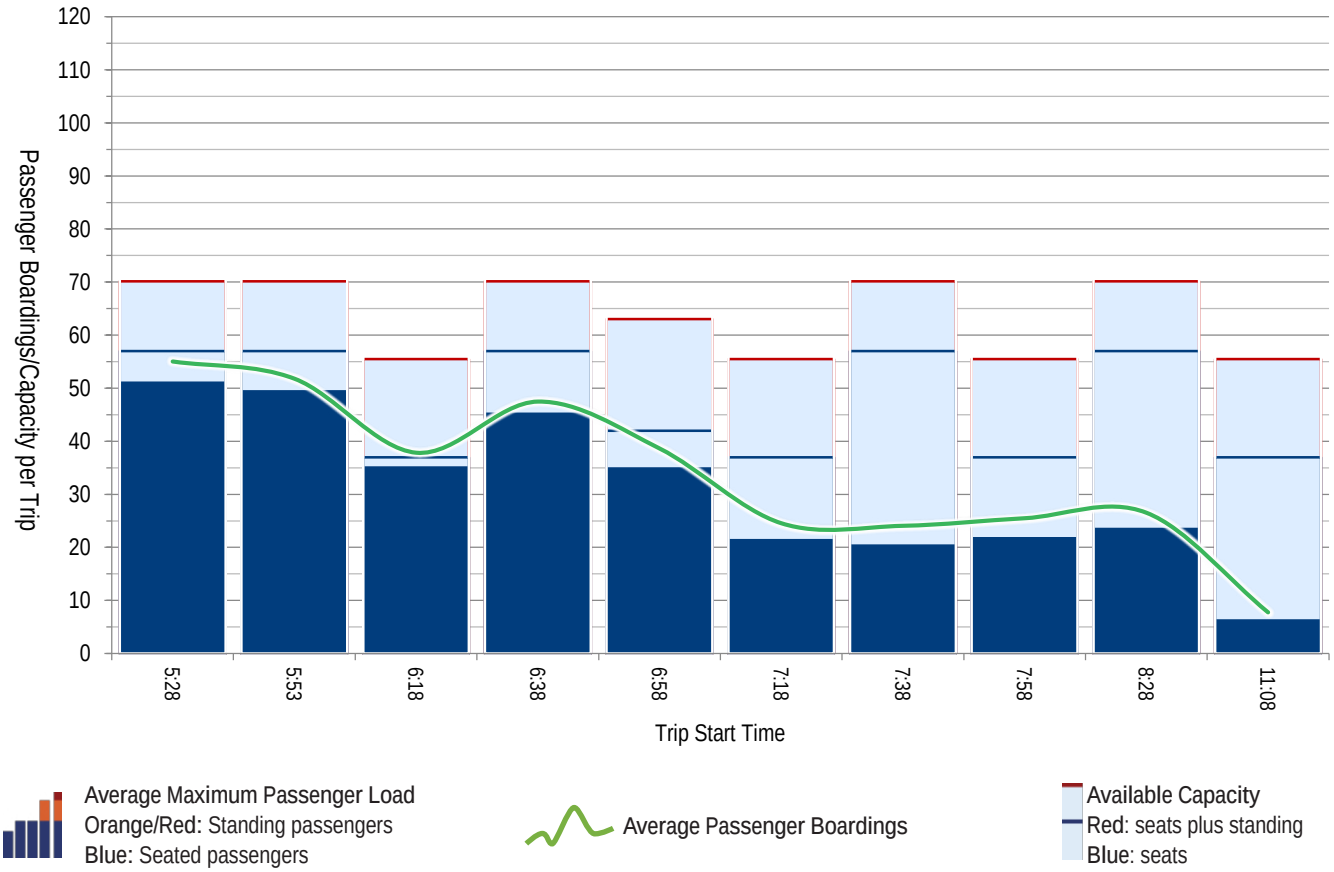
Route 567 Kent - Overlake

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	**596**	**624**	**663**	**681**
	Average Saturday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Average Sunday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Annual Boardings	**151,971**	**158,445**	**169,002**	

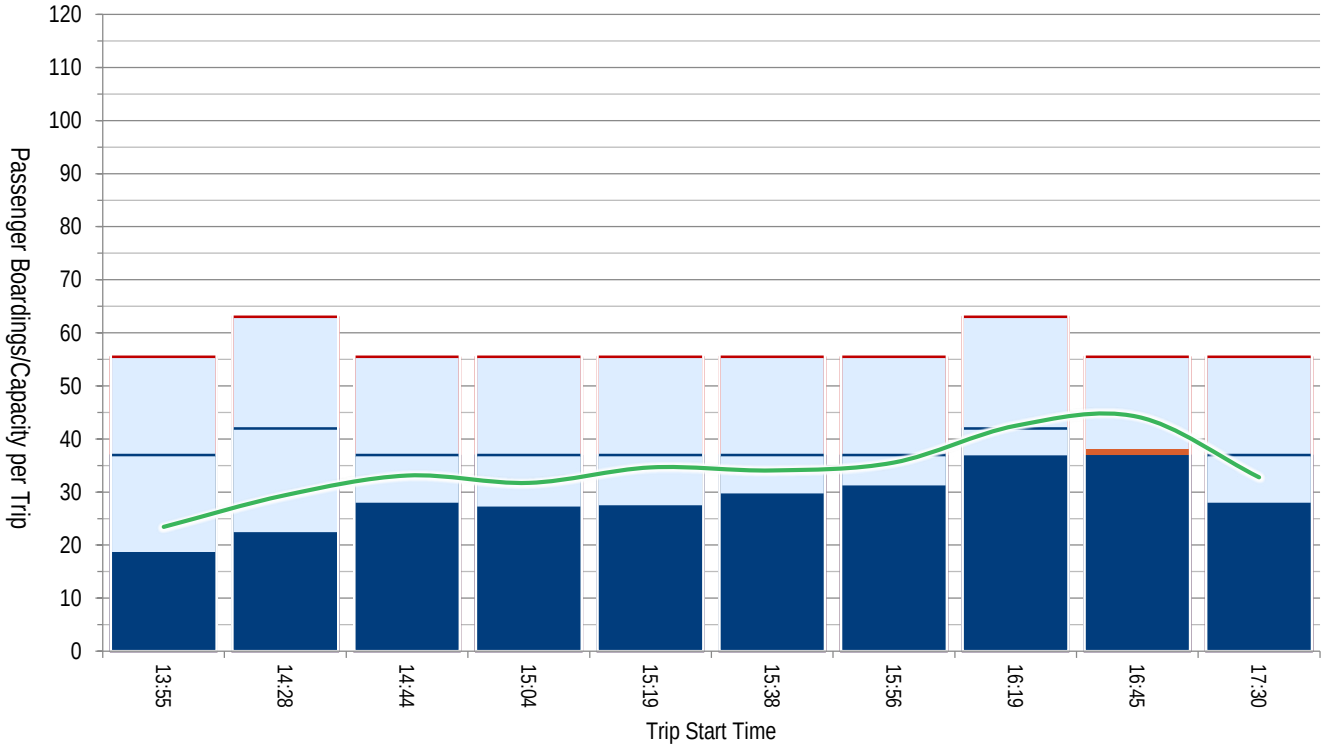


NORTHBOUND STOPS to OVERLAKE	Average Weekday	
	Ons	Offs
Kent Station	317	0
Central Ave & 228th St	9	3
Bellevue Transit Center	15	272
SR 520 & 40th St	0	65
Northbound Total	*341*	*341*
SOUTHBOUND STOPS to KENT	**Average Weekday**	
	Ons	Offs
Overlake Transit Center	44	0
SR 520 & 40th St	43	1
Bellevue Transit Center	251	27
Central Ave & 228th St	3	11
Kent Station	0	301
Southbound Total	*340*	*340*
Total	*681*	*681*

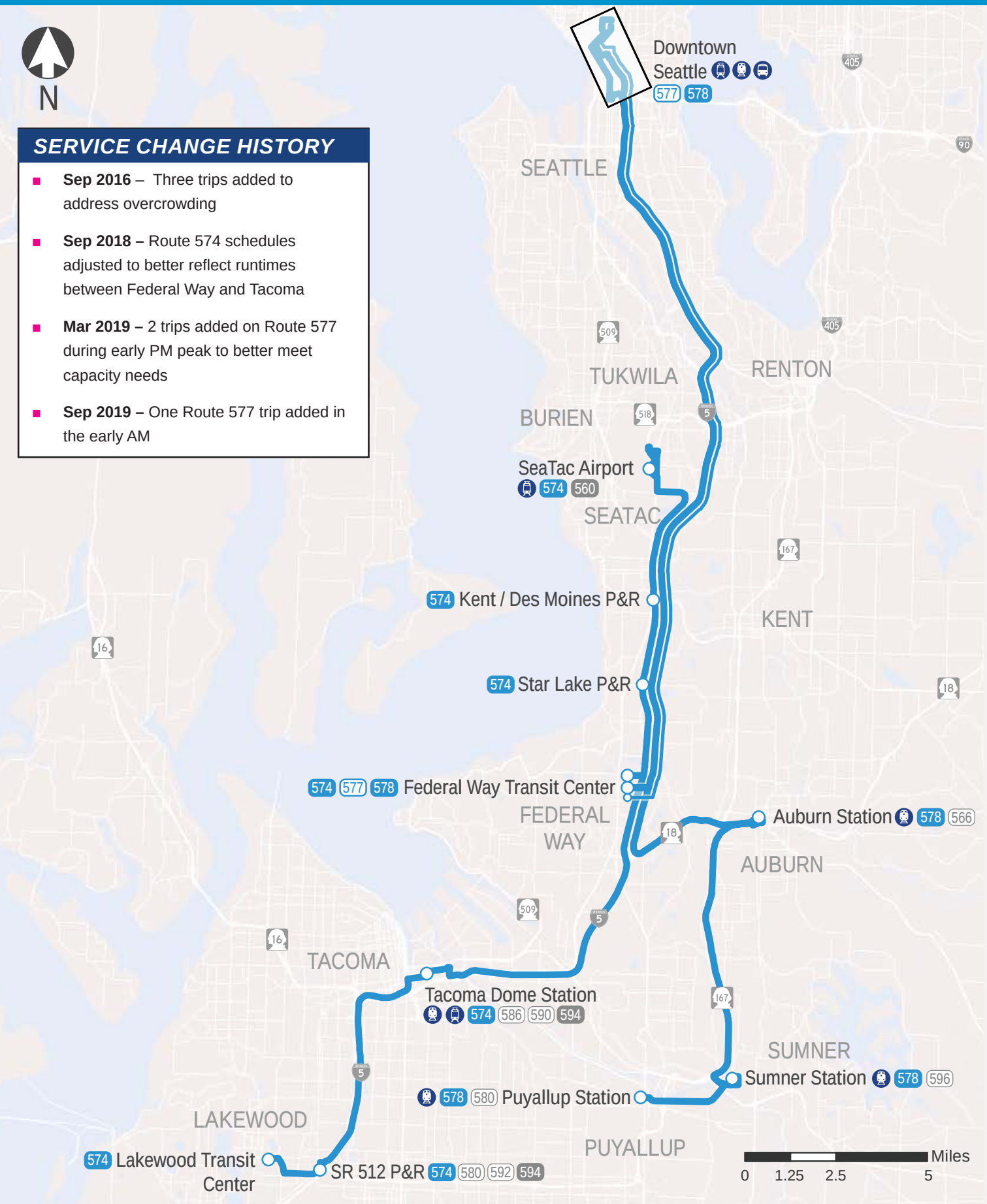
Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



Weekday Southbound Average Trip Ridership & Maximum Passenger Loads



I-5 South - South King



SERVICE CHANGE HISTORY

- **Sep 2016** – Three trips added to address overcrowding
- **Sep 2018 –** Route 574 schedules adjusted to better reflect runtimes between Federal Way and Tacoma
- **Mar 2019 –** 2 trips added on Route 577 during early PM peak to better meet capacity needs
- **Sep 2019 –** One Route 577 trip added in the early AM

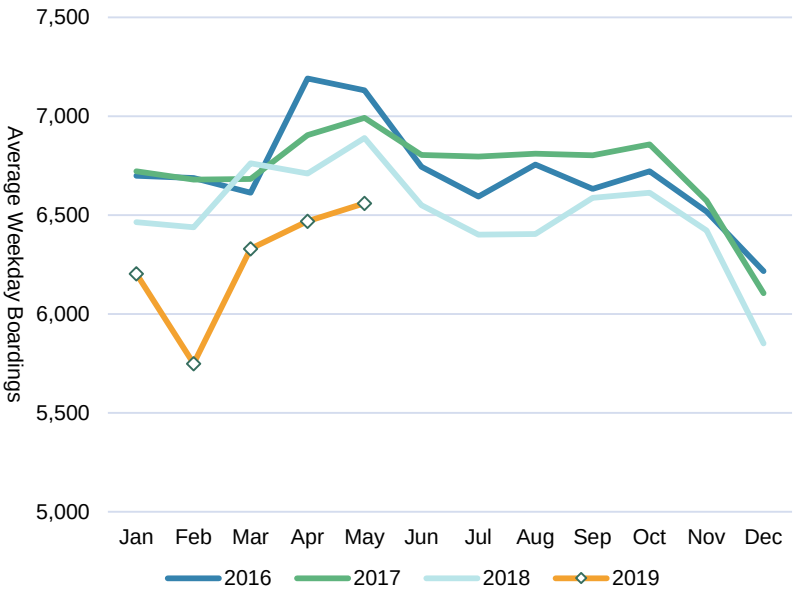
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span
Weekday	North	574	10-15 · 30 · 60
		577	10-15
		578	20 · 30 · 60
	South	574	30 · 20 · 30 · 60
		577	15-30 · 10-15
		578	30 · 20 · 30 · 60

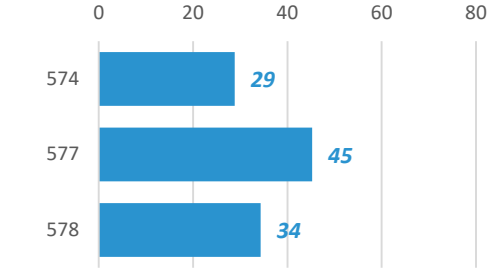
	Direction	Route	Frequency & Span
Sat	North	574	30 · 60 · 30 · 60
		577	60
		578	60
	South	574	60 · 30 · 60
		577	60
		578	60

	Direction	Route	Frequency & Span
Sun	North	574	30 · 60 · 30 · 60
		577	60
		578	60
	South	574	60 · 30 · 60
		577	60
		578	60

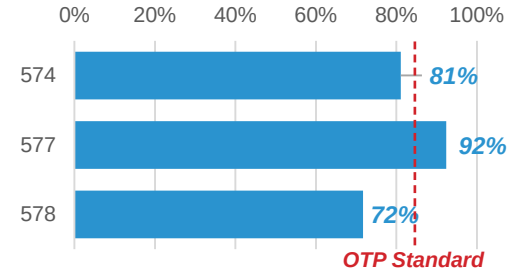
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

- Route 574 - Rewrite schedule to better reflect travel time between Federal Way and Tacoma Dome
- Route 577 - Replace weekend service with Route 578 service operating between Auburn and Seattle via Federal Way
- Route 578 - Rewrite schedule to reflect increased congestion on SR-167 to improve on-time performance

LONG TERM CORRIDOR OUTLOOK

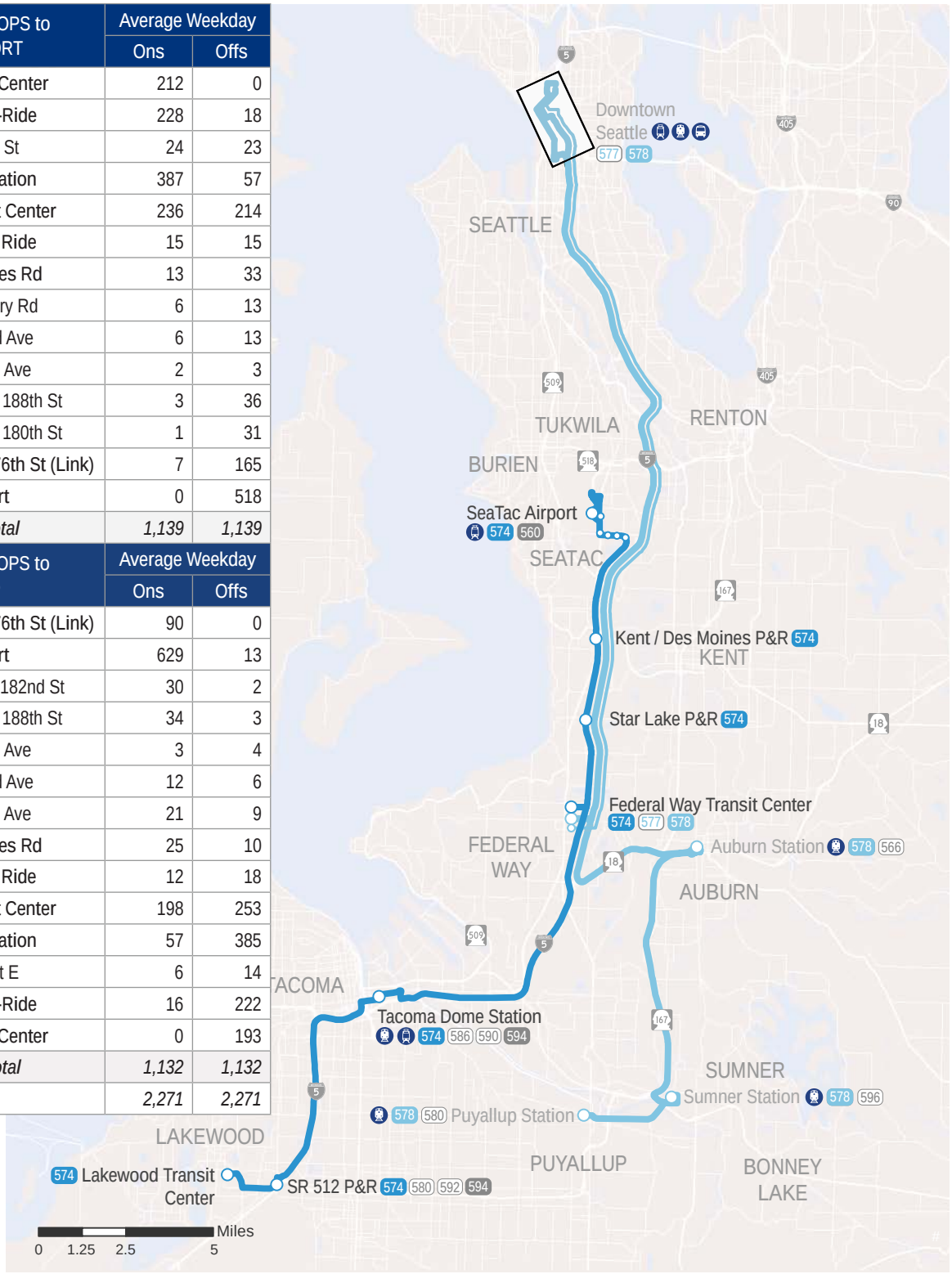
- **2024 –** Federal Way Link Extension opens

I-5 South King

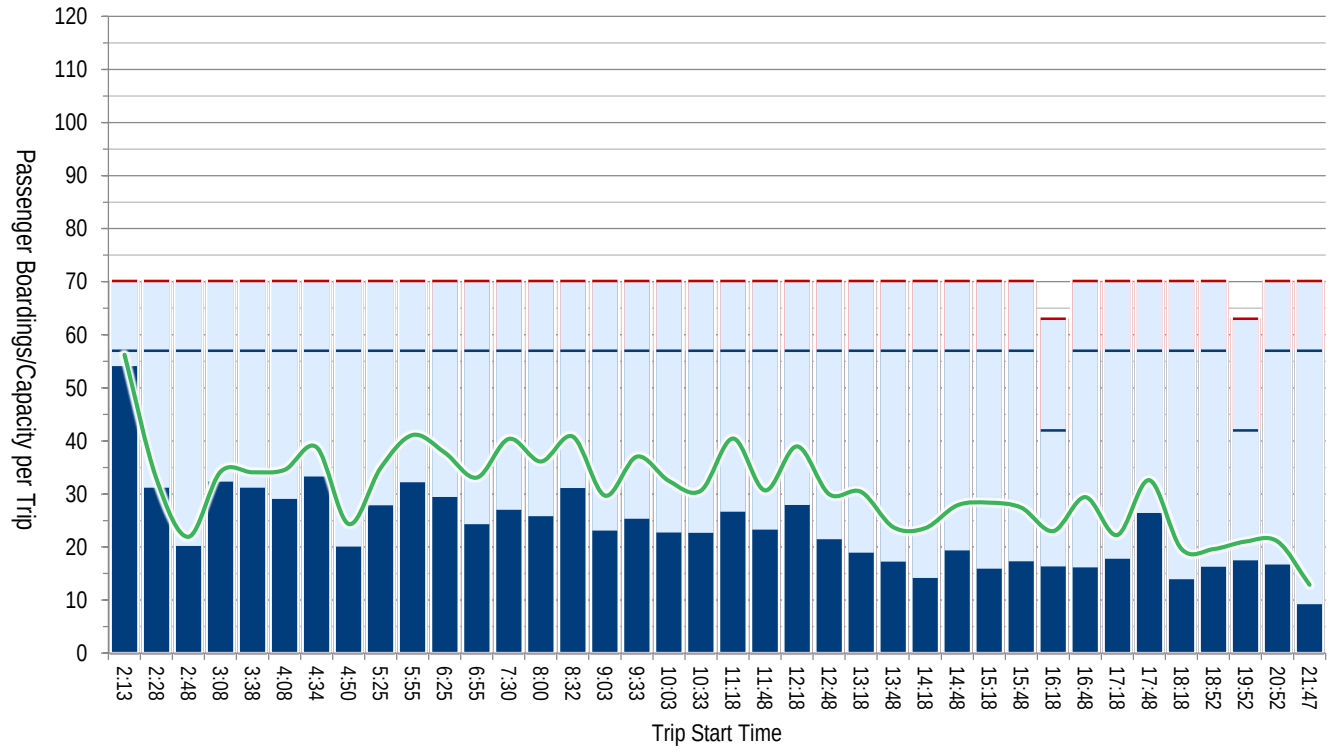
Route 574 Lakewood - SeaTac Airport

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	2,309	2,236	2,251	2,271
	Average Saturday Boardings	1,686	1,611	1,538	1,632
	Average Sunday Boardings	1,517	1,428	1,429	1,445
	Annual Boardings	766,163	735,955	736,839	

NORTHBOUND STOPS to SEATAC AIRPORT	Average Weekday	
	Ons	Offs
Lakewood Transit Center	212	0
SR-512 Park-and-Ride	228	18
D St E & E 25th St	24	23
Tacoma Dome Station	387	57
Federal Way Transit Center	236	214
Star Lake Park & Ride	15	15
I-5/Kent Des Moines Rd	13	33
S 188th St & Military Rd	6	13
S 188th St & 42nd Ave	6	13
S 188th St & 36th Ave	2	3
International Blvd & S 188th St	3	36
International Blvd & S 180th St	1	31
International Blvd & S 176th St (Link)	7	165
SeaTac Airport	0	518
Northbound Total	*1,139*	*1,139*
SOUTHBOUND STOPS to LAKEWOOD	**Average Weekday**	
	Ons	Offs
International Blvd & S 176th St (Link)	90	0
SeaTac Airport	629	13
International Blvd & S 182nd St	30	2
International Blvd & S 188th St	34	3
S 188th St & 36th Ave	3	4
S 188th St & 42nd Ave	12	6
S 188th St & 46th Ave	21	9
I-5/Kent Des Moines Rd	25	10
Star Lake Park & Ride	12	18
Federal Way Transit Center	198	253
Tacoma Dome Station	57	385
E 26th St & D St E	6	14
SR-512 Park-and-Ride	16	222
Lakewood Transit Center	0	193
Southbound Total	*1,132*	*1,132*
Total	*2,271*	*2,271*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

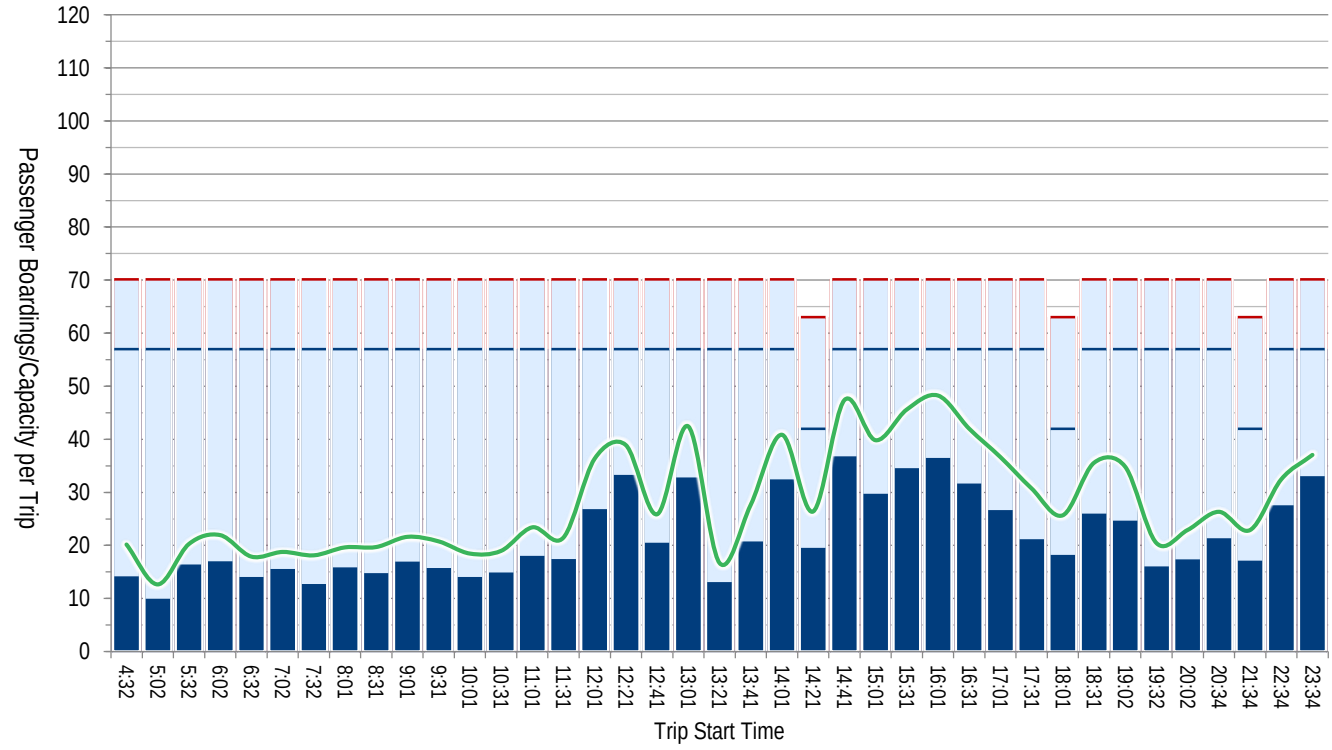


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

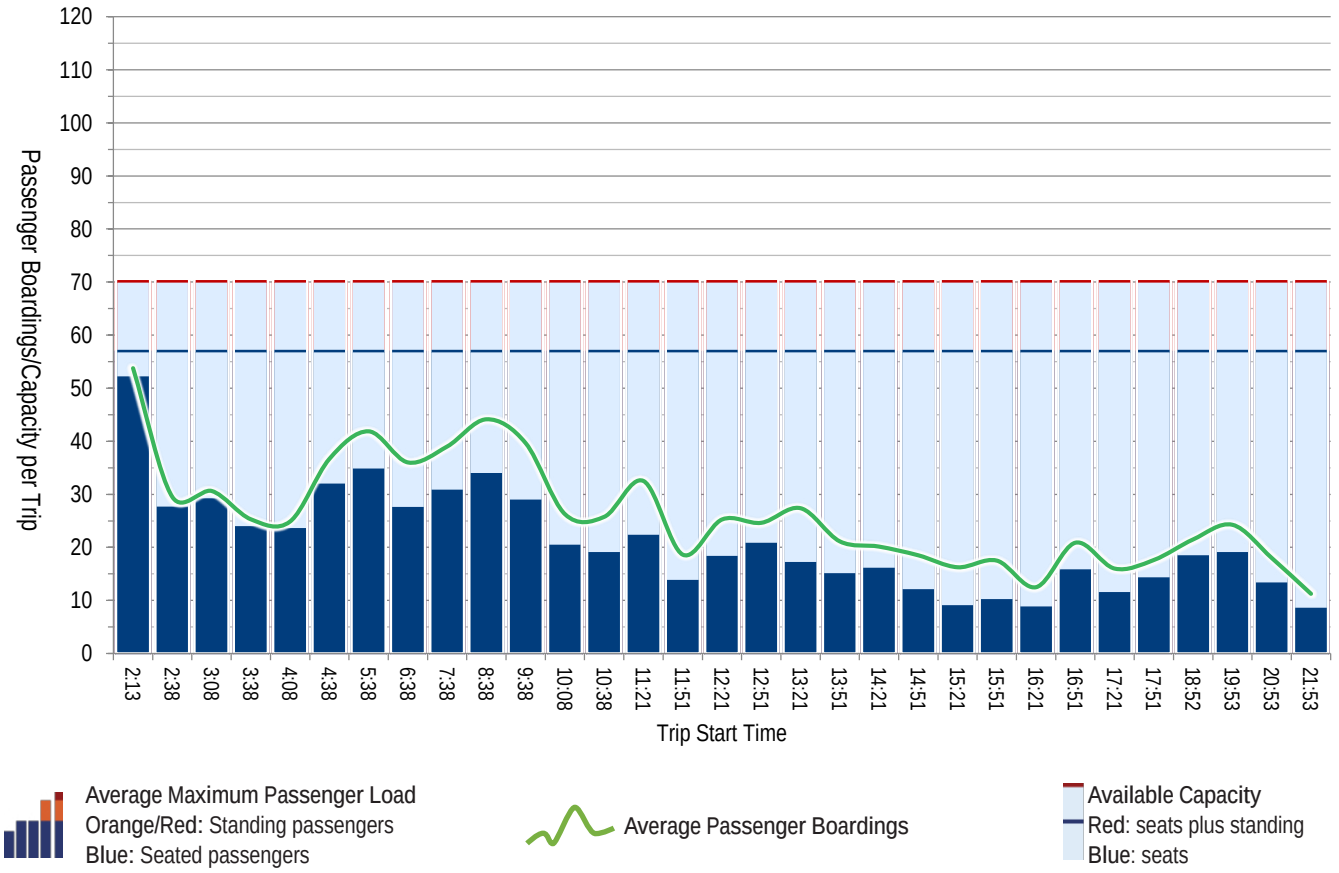
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

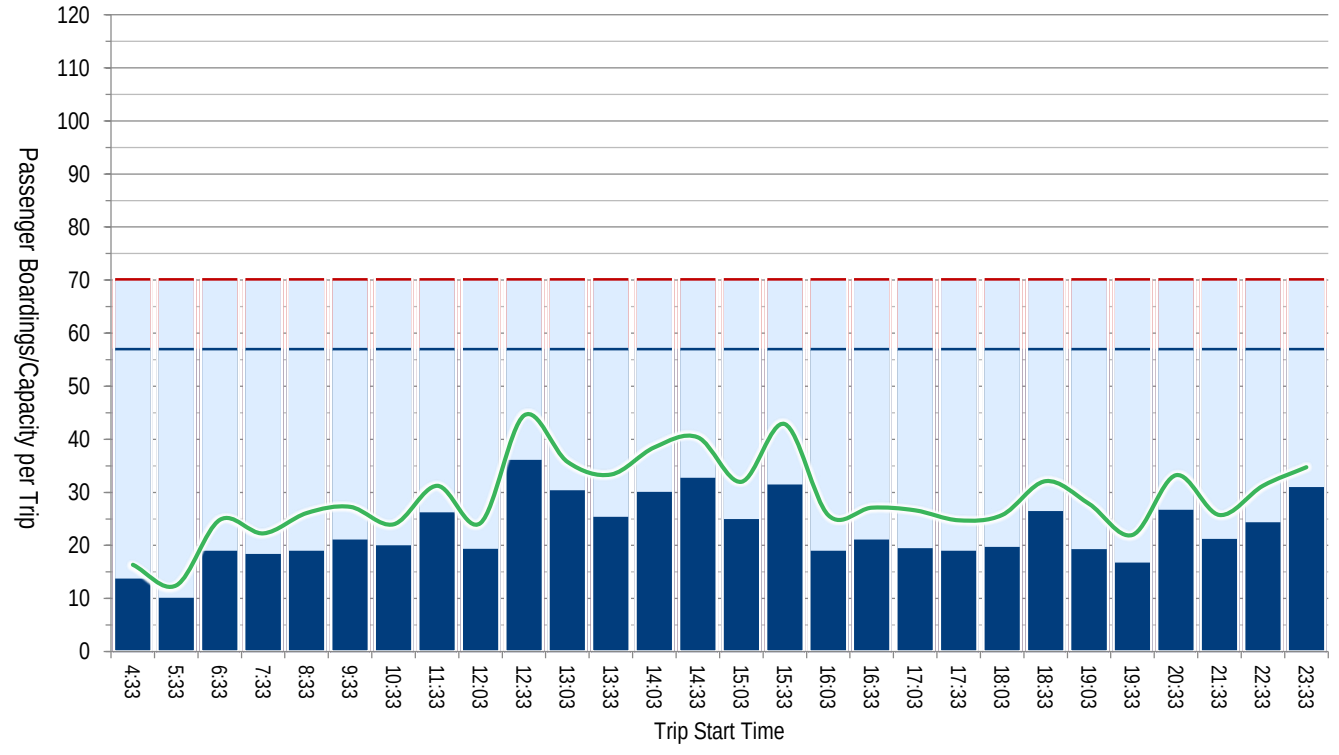
Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



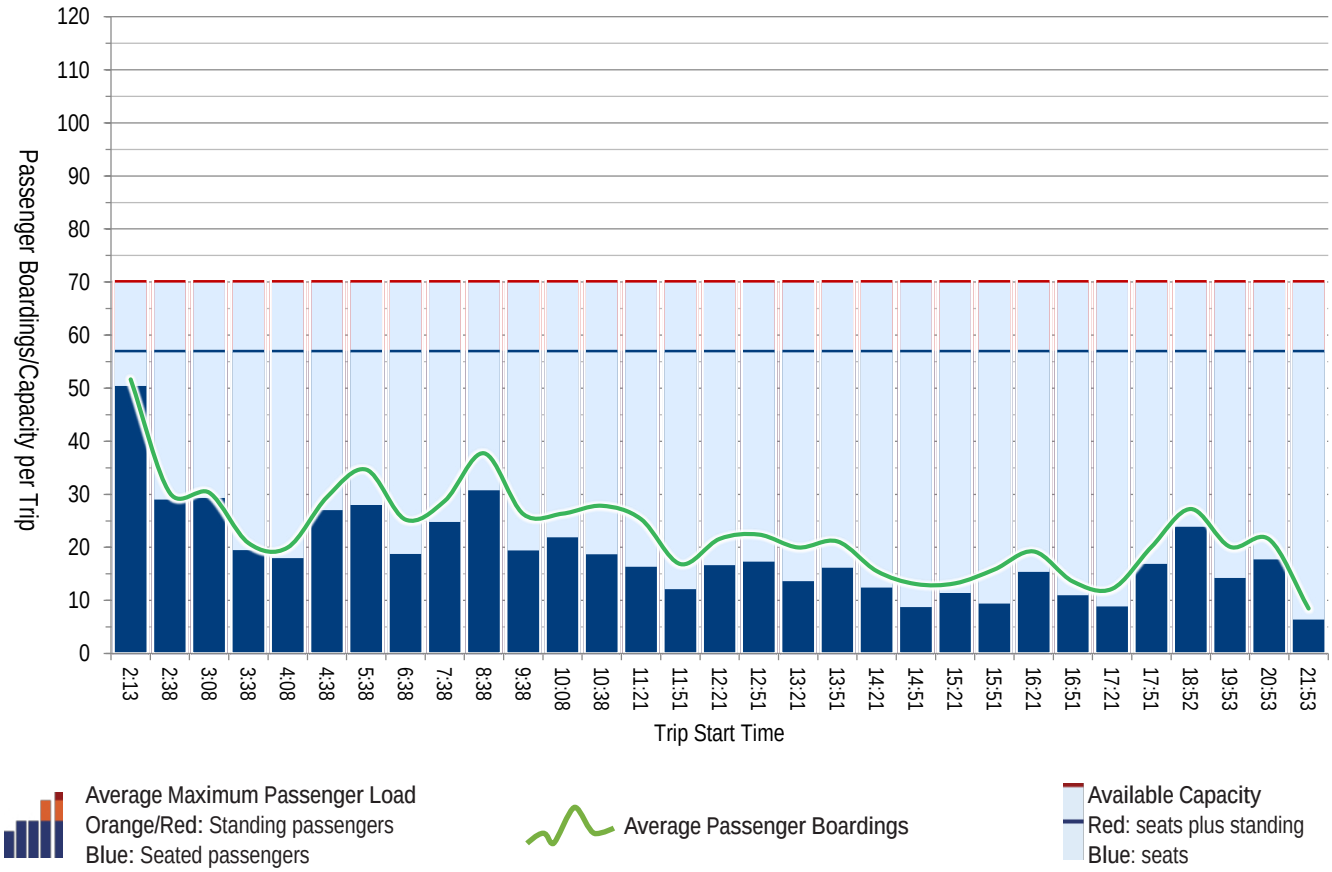
Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday



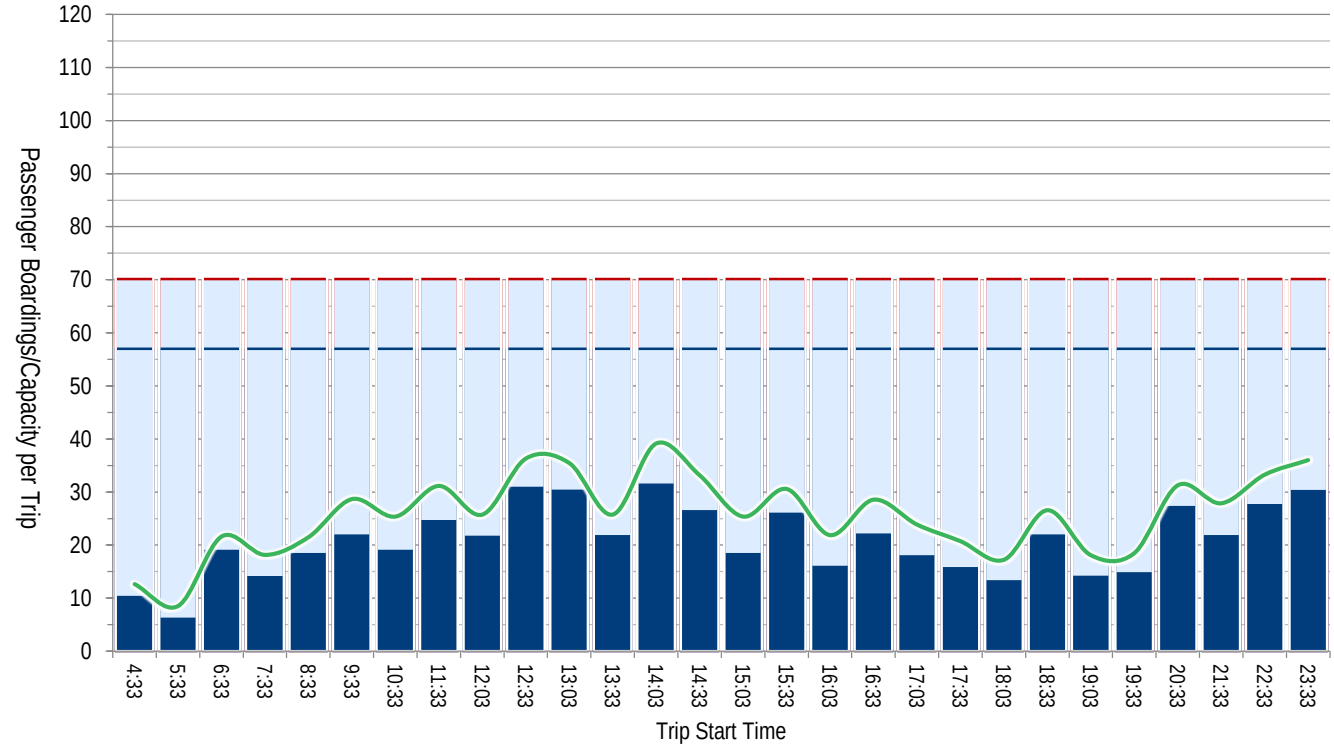
Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday



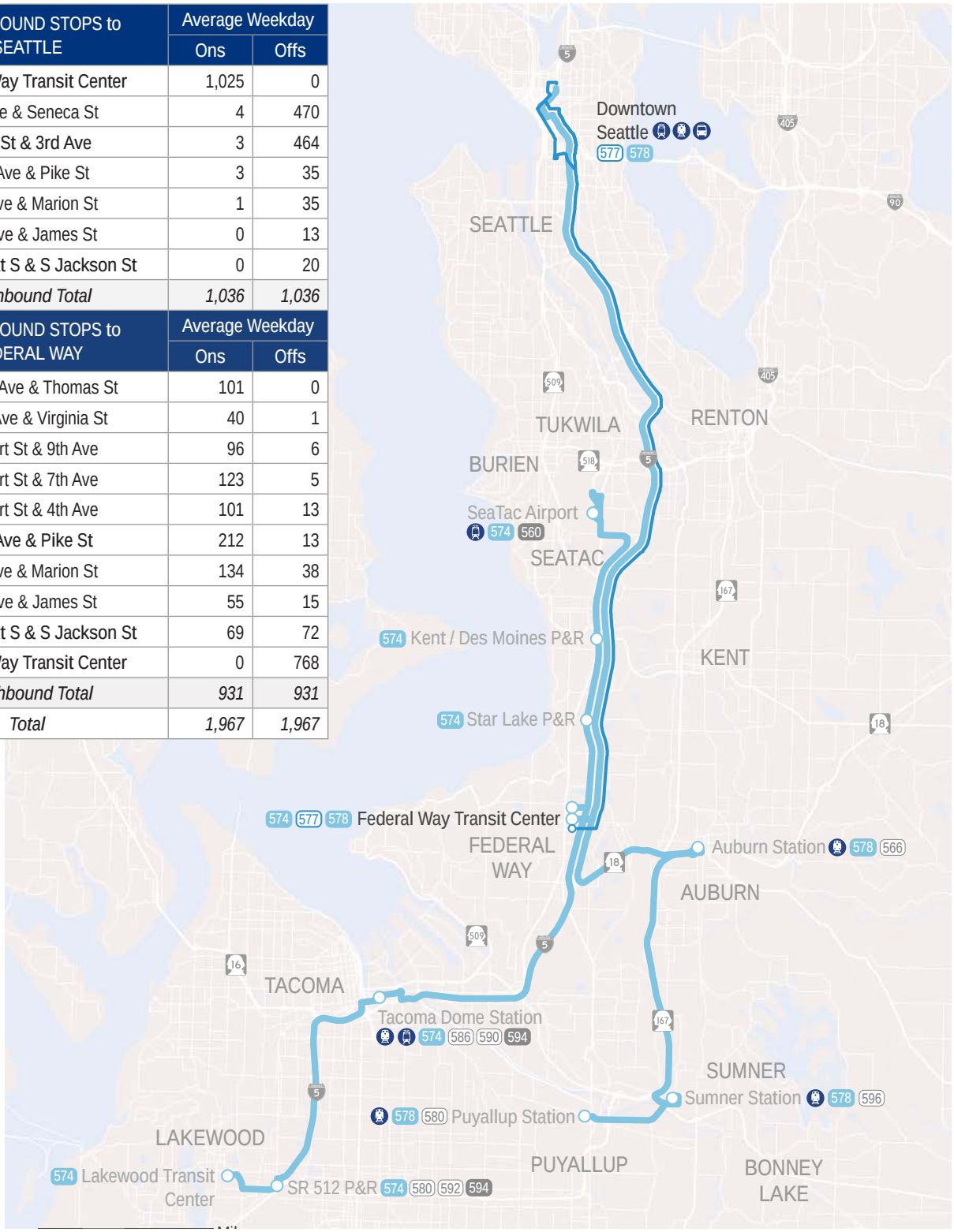
Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



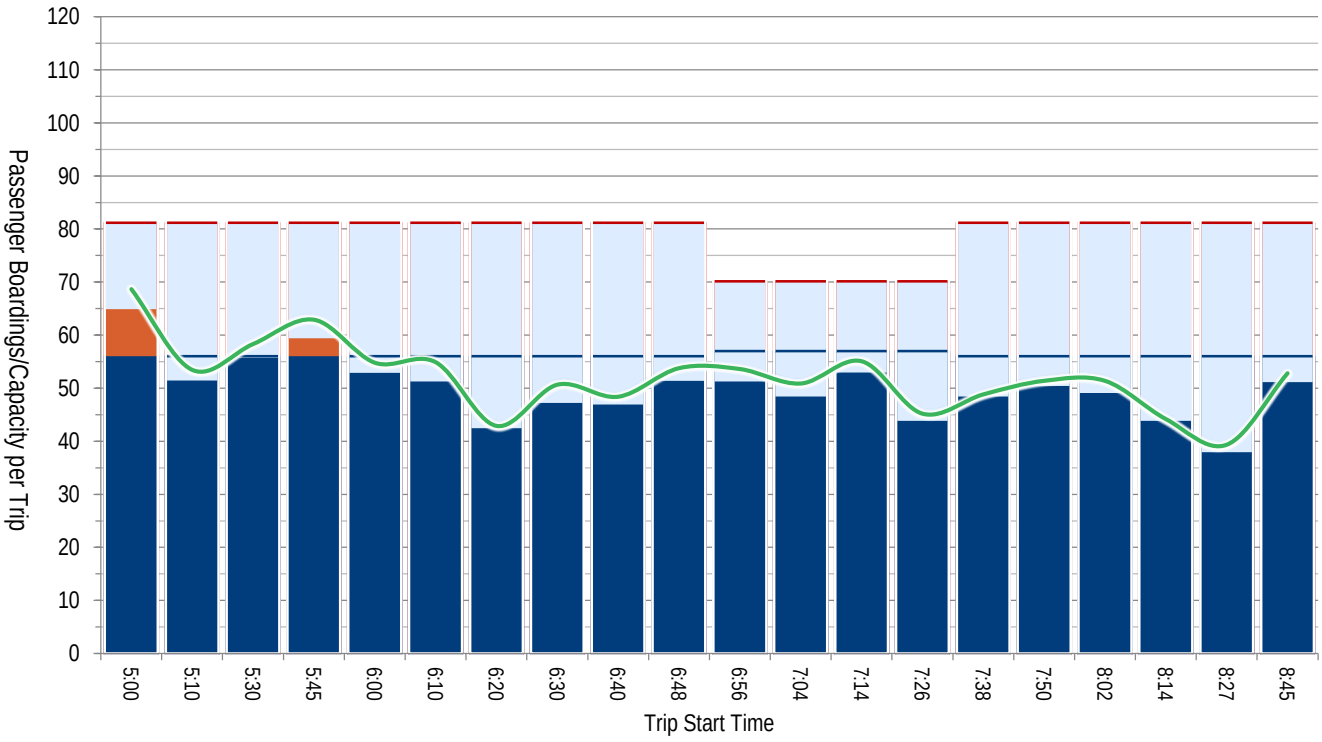
Route 577 Federal Way - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	1,694	1,761	1,866	1,967
	Average Saturday Boardings	588	558	587	643
	Average Sunday Boardings	405	377	407	464
	Annual Boardings	488,401	503,600	529,940	

NORTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Federal Way Transit Center	1,025	0
5th Ave & Seneca St	4	470
Pine St & 3rd Ave	3	464
2nd Ave & Pike St	3	35
2nd Ave & Marion St	1	35
2nd Ave & James St	0	13
2nd Ave Ext S & S Jackson St	0	20
Northbound Total	*1,036*	*1,036*
SOUTHBOUND STOPS to FEDERAL WAY	**Average Weekday**	
	Ons	Offs
Fairview Ave & Thomas St	101	0
Boren Ave & Virginia St	40	1
Stewart St & 9th Ave	96	6
Stewart St & 7th Ave	123	5
Stewart St & 4th Ave	101	13
2nd Ave & Pike St	212	13
2nd Ave & Marion St	134	38
2nd Ave & James St	55	15
2nd Ave Ext S & S Jackson St	69	72
Federal Way Transit Center	0	768
Southbound Total	*931*	*931*
Total	*1,967*	*1,967*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

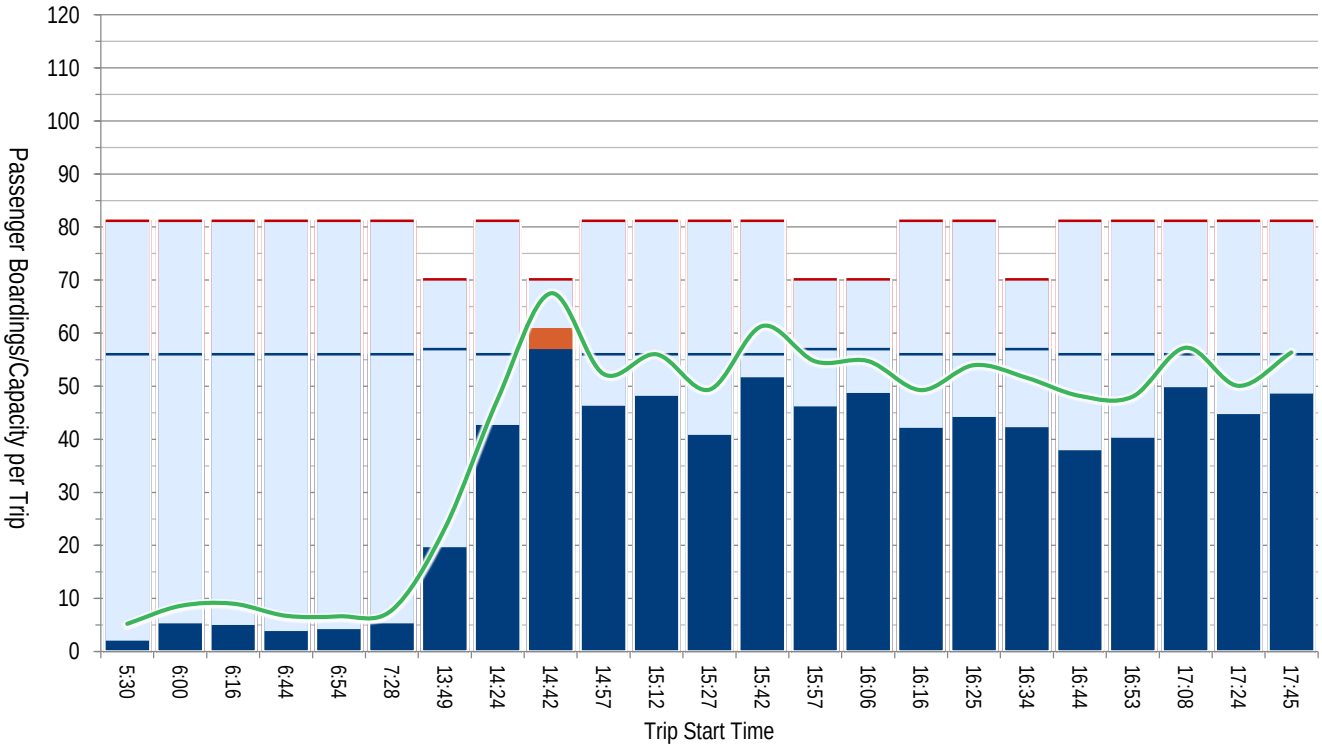


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

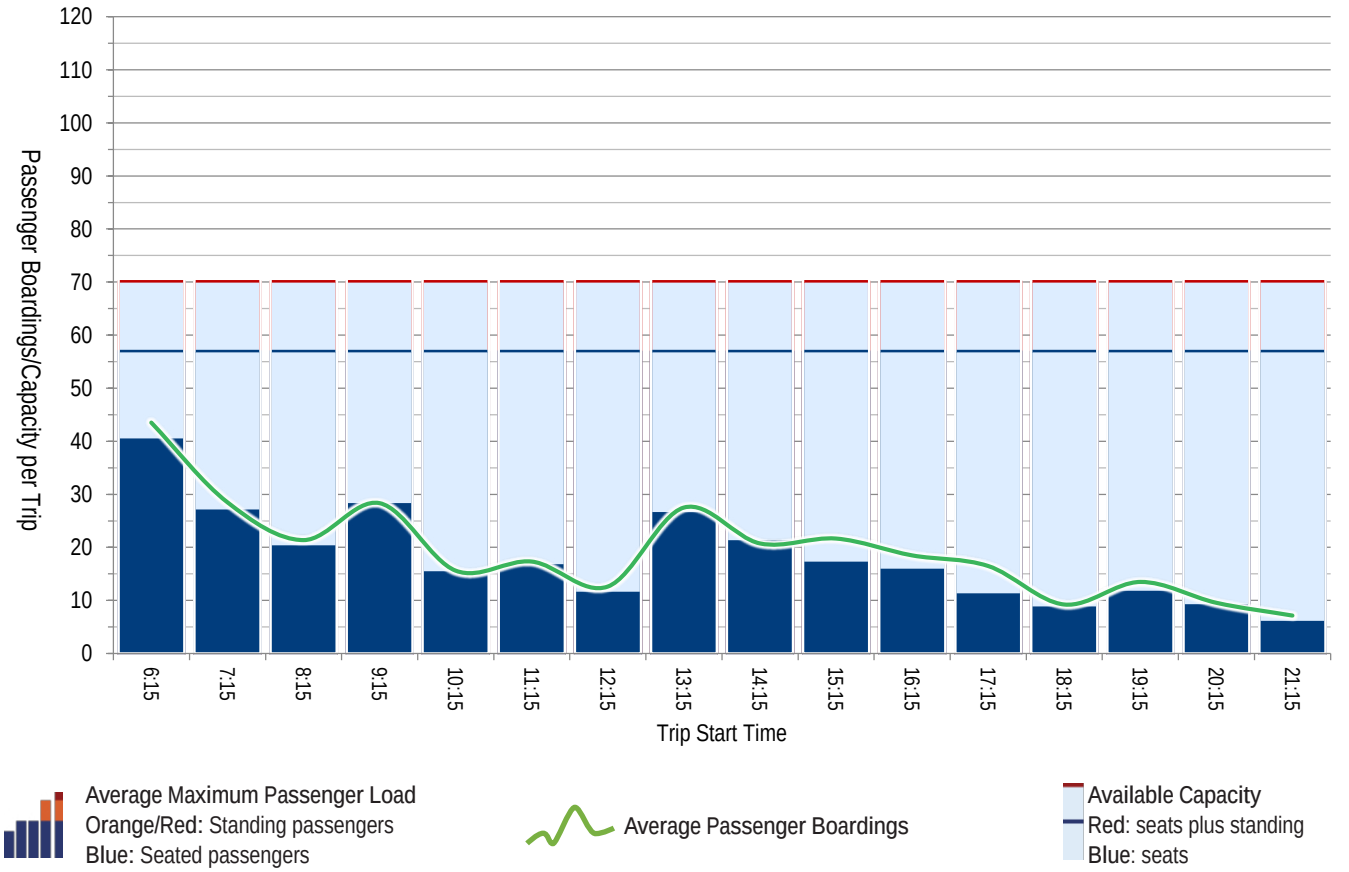
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

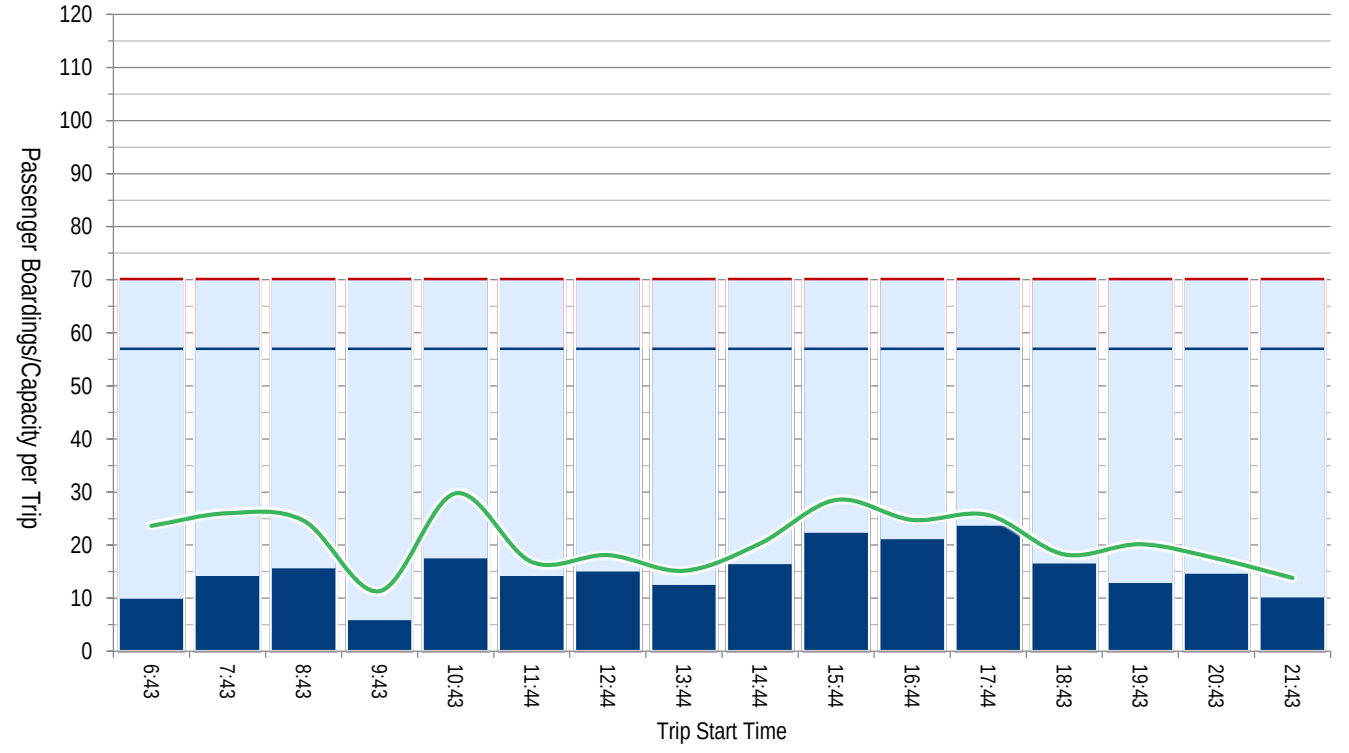
Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



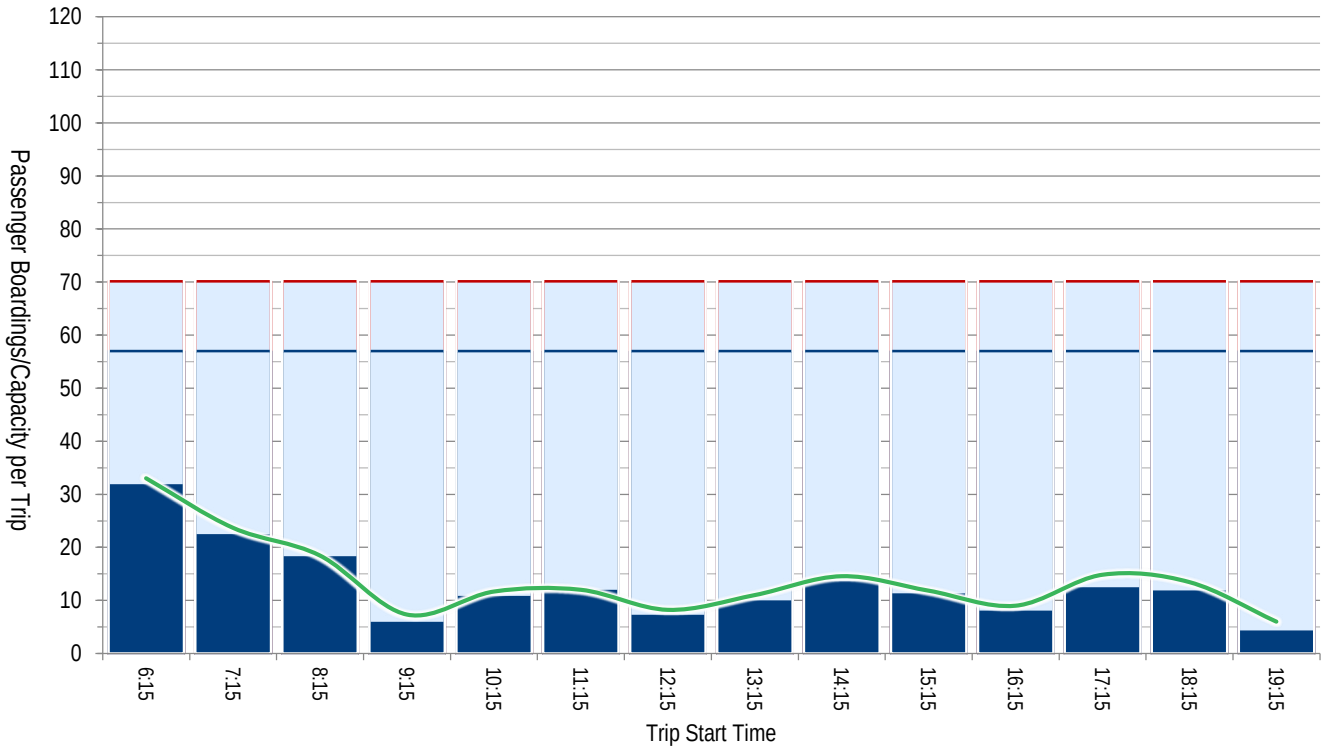
Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday

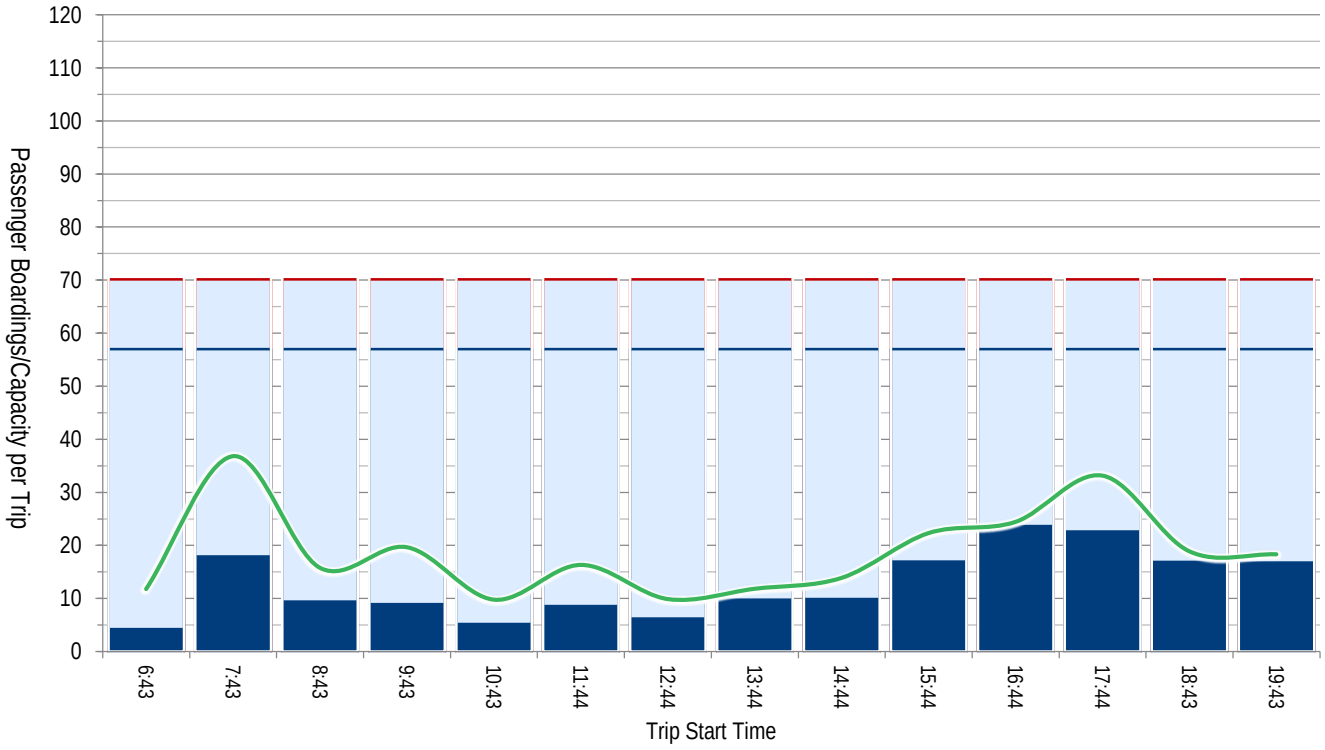


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



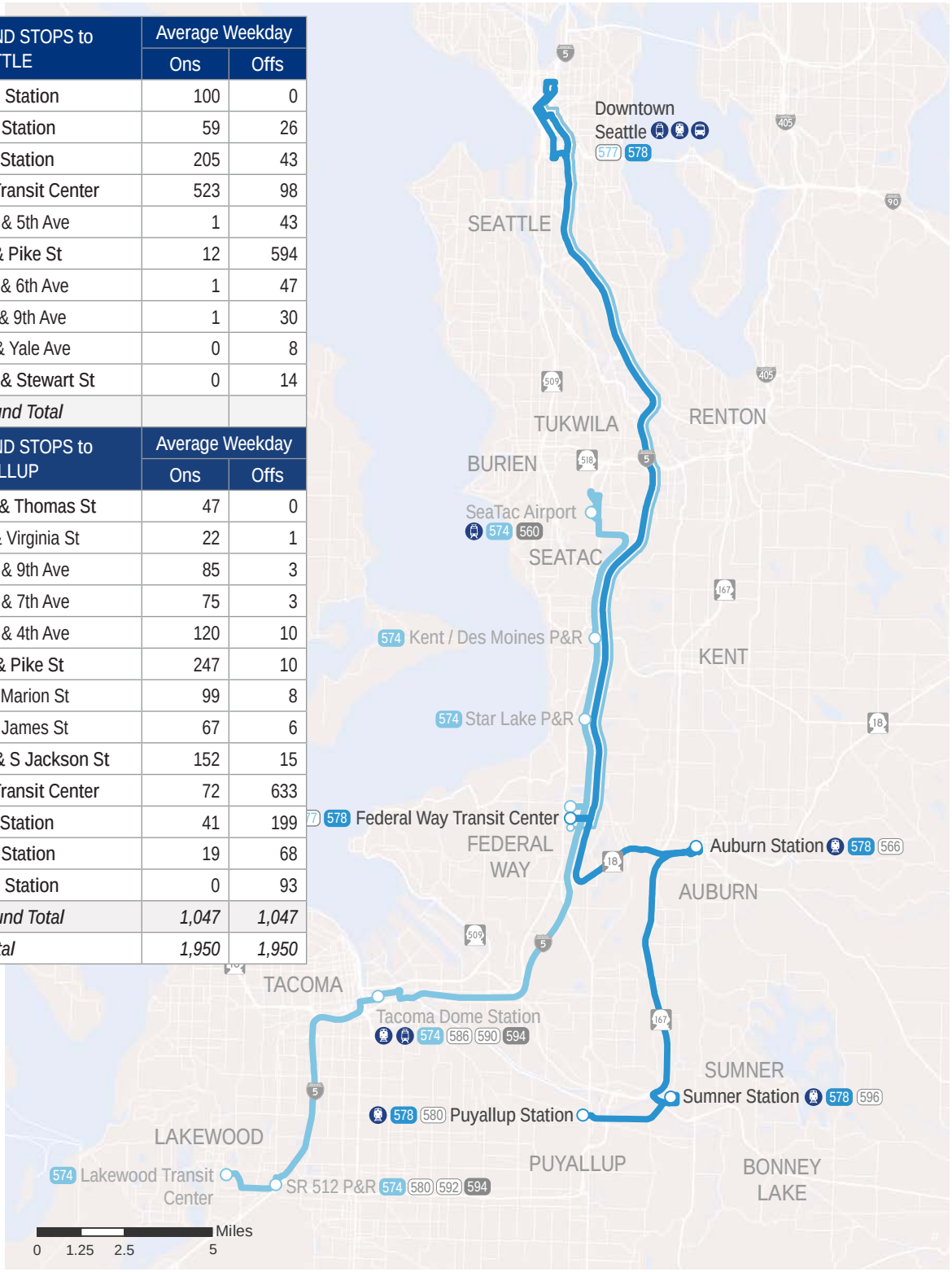
I-5 South King

Route 578 Puyallup - Seattle

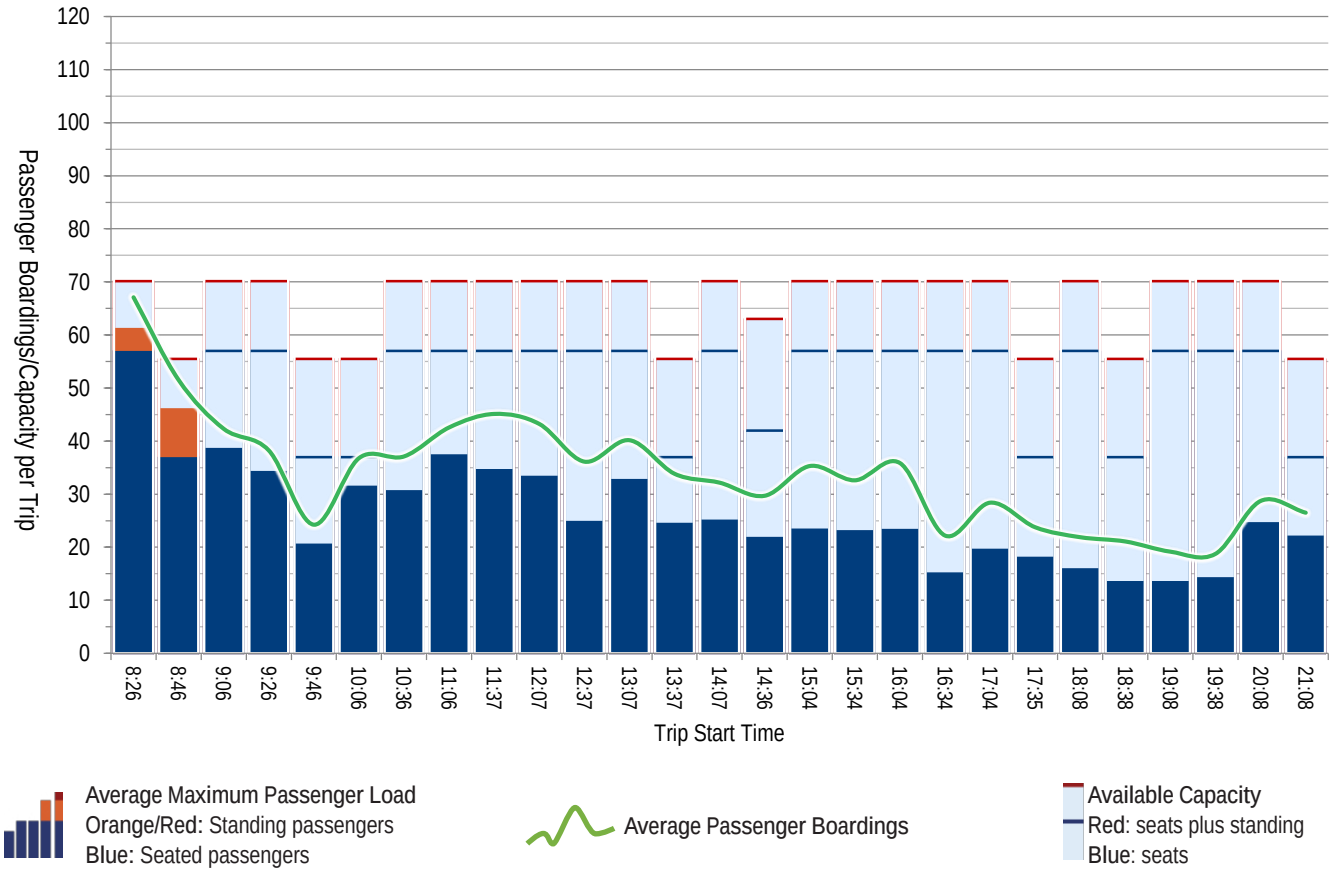
		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	1,796	1,848	1,974	1,950
	Average Saturday Boardings	1,168	1,220	1,265	1,314
	Average Sunday Boardings	944	979	1,029	1,091
	Annual Boardings	574,684	590,546	628,912	

NORTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Puyallup Station	100	0
Sumner Station	59	26
Auburn Station	205	43
Federal Way Transit Center	523	98
Seneca St & 5th Ave	1	43
4th Ave & Pike St	12	594
Olive Way & 6th Ave	1	47
Howell St & 9th Ave	1	30
Howell St & Yale Ave	0	8
Eastlake Ave & Stewart St	0	14
Northbound Total		

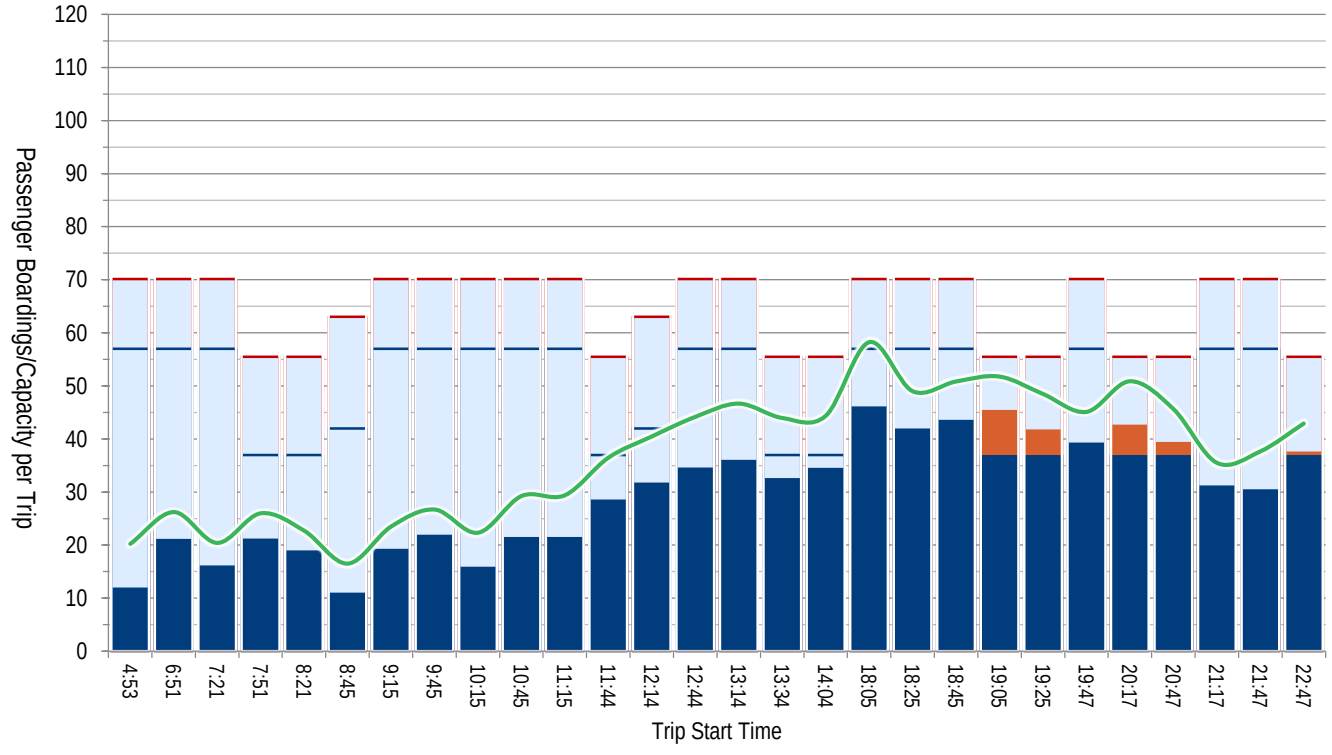
SOUTHBOUND STOPS to PUYALLUP	Average Weekday	
	Ons	Offs
Fairview Ave & Thomas St	47	0
Boren Ave & Virginia St	22	1
Stewart St & 9th Ave	85	3
Stewart St & 7th Ave	75	3
Stewart St & 4th Ave	120	10
2nd Ave & Pike St	247	10
2nd Ave & Marion St	99	8
2nd Ave & James St	67	6
2nd Ave Ext S & S Jackson St	152	15
Federal Way Transit Center	72	633
Auburn Station	41	199
Sumner Station	19	68
Puyallup Station	0	93
Southbound Total	*1,047*	*1,047*
Total	*1,950*	*1,950*



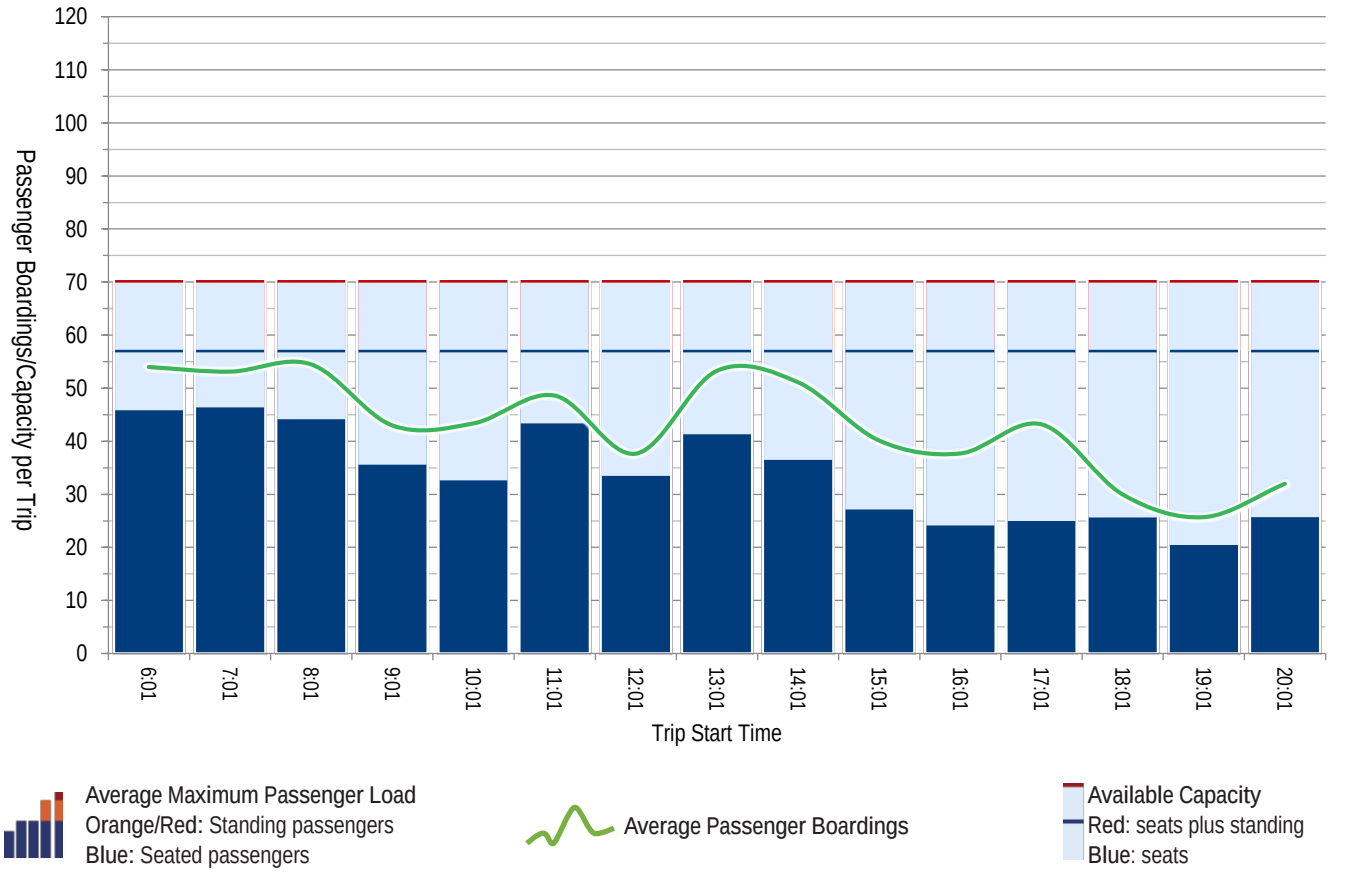
Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday



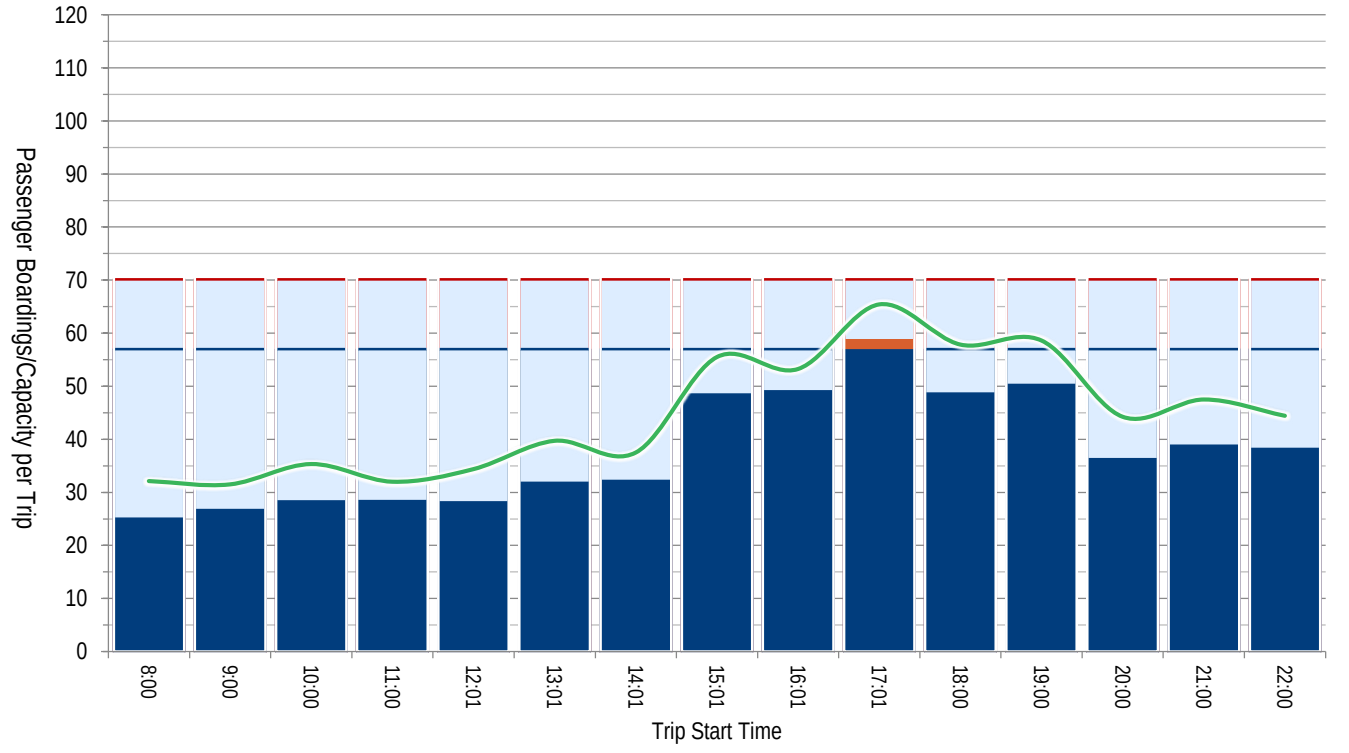
Weekday Southbound Average Trip Ridership & Maximum Passenger Loads



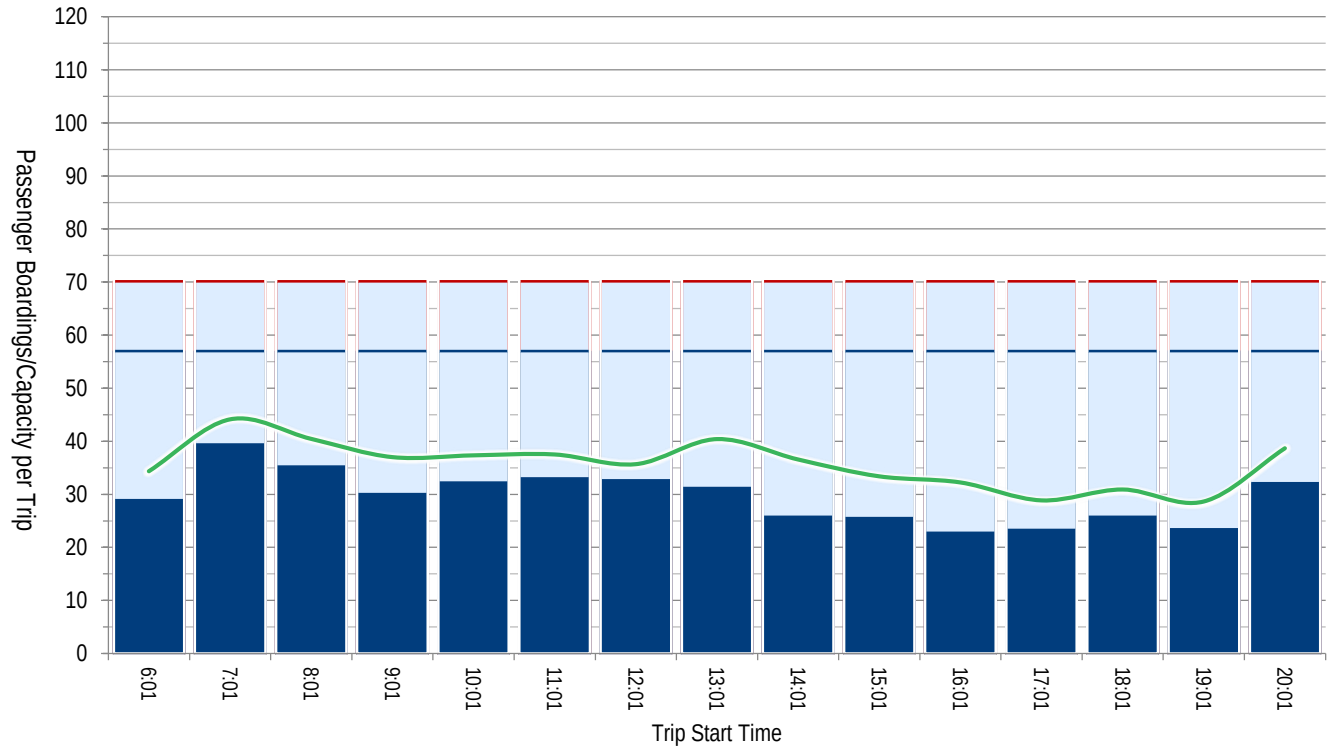
Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday



Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday

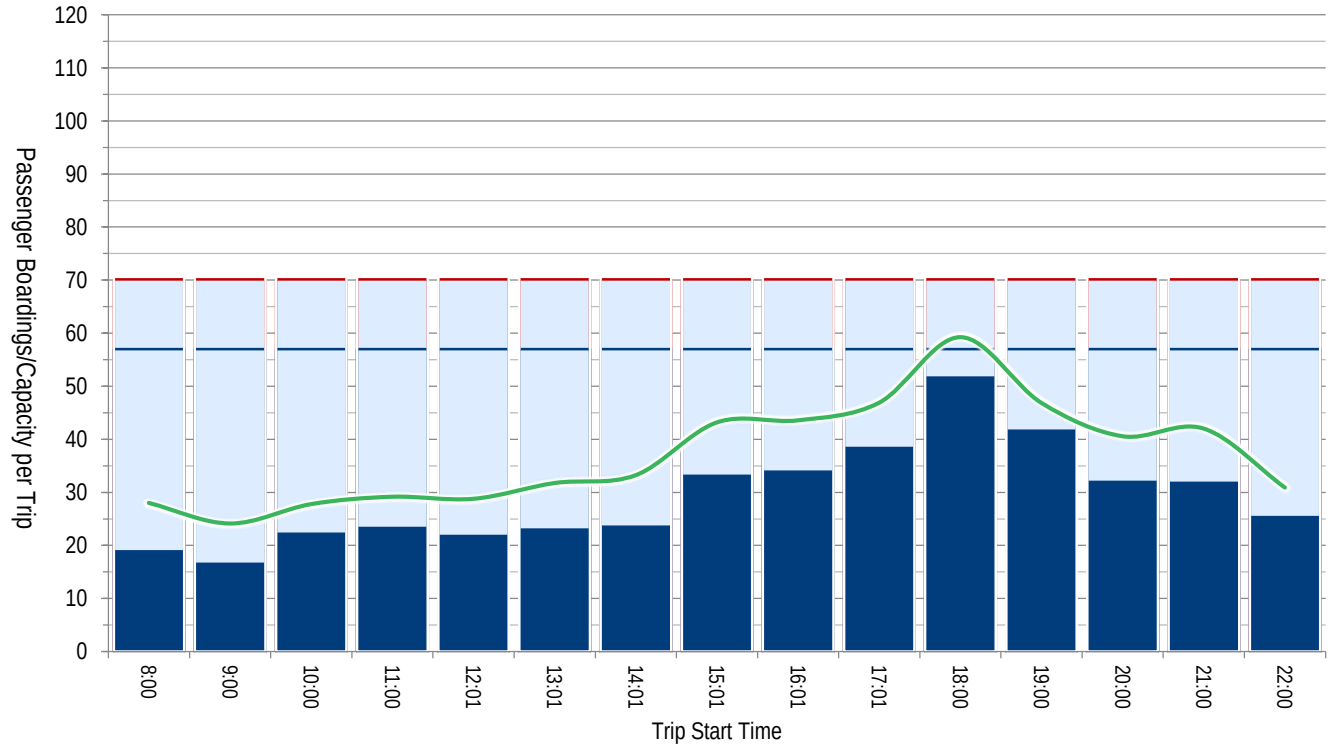


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

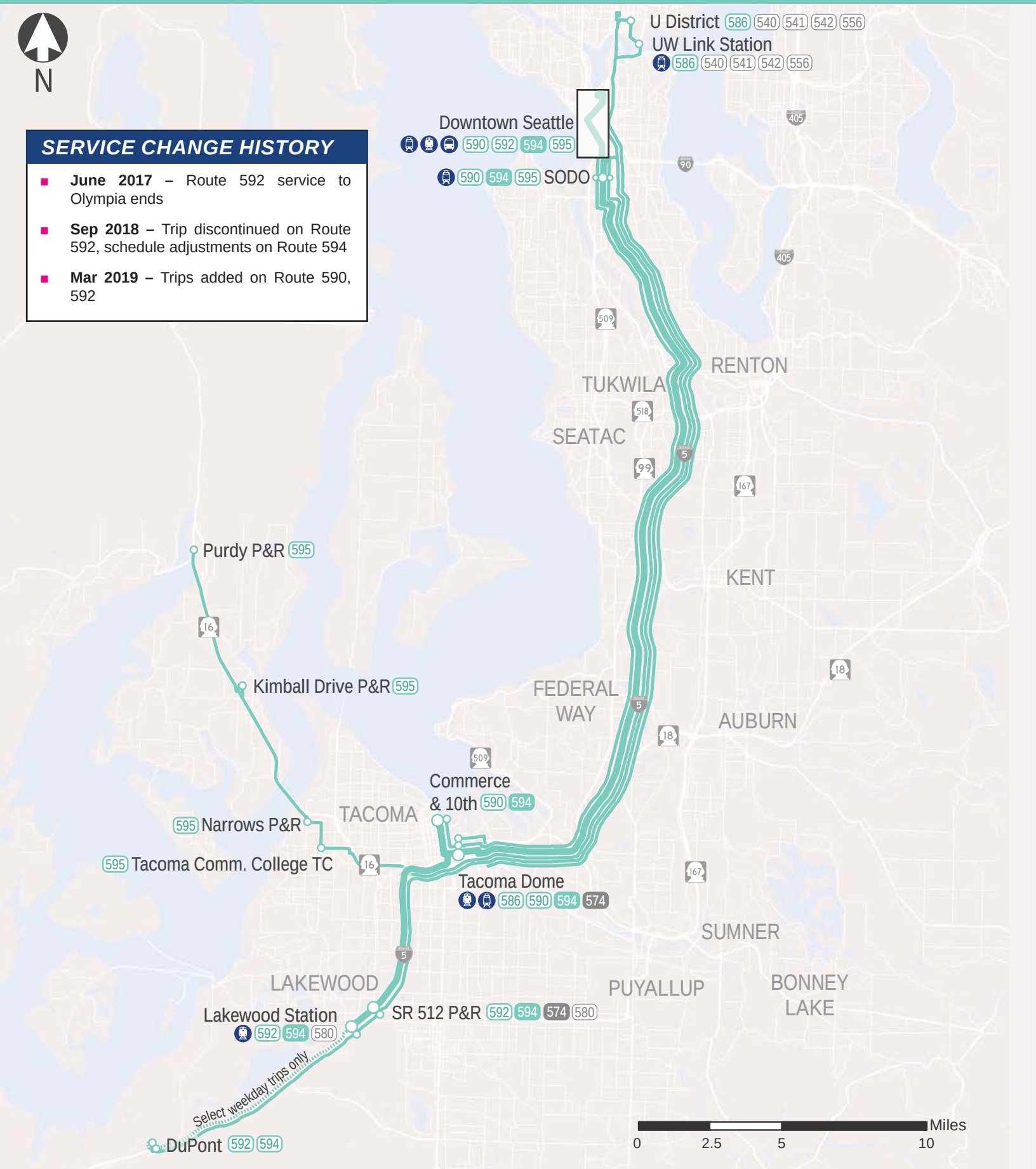
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



I-5 South - Pierce County



SERVICE CHANGE HISTORY

- **June 2017 –** Route 592 service to Olympia ends
- **Sep 2018 –** Trip discontinued on Route 592, schedule adjustments on Route 594
- **Mar 2019 –** Trips added on Route 590, 592

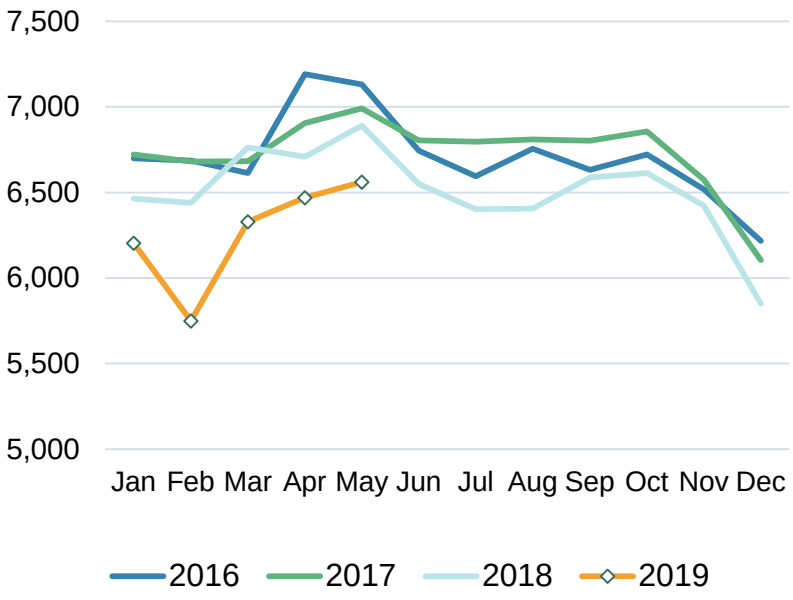
SERVICE CHARACTERISTICS

	Direction	Route	Frequency & Span
Weekday	North	586	30
		590	20 | 5 - 10 | 30
		592	20 | 15
		594	20 | 30
		595	20-30
	South	586	30
		590	15 | 6 - 10
		592	15 | 20
		594	60 | 30 | 15-20 | 20 | 30
		595	30

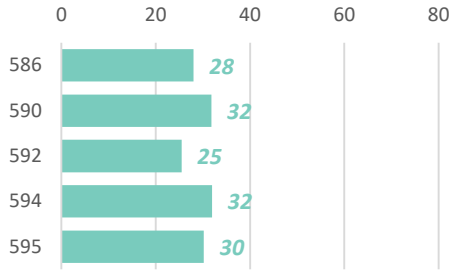
	Direction	Route	Frequency & Span
Sat	North	594	60 | 30
	South	594	60 | 30

	Direction	Route	Frequency & Span
Sun	North	594	60 | 30
	South	594	60 | 30

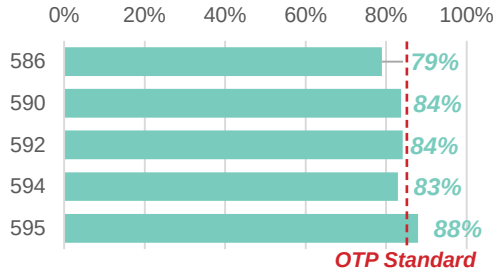
RIDERSHIP TRENDS



PASSENGERS PER TRIP



ON-TIME PERFORMANCE



PROPOSED 2020 CHANGES

- Corridor-wide - Evaluate passenger loads and running time to better match service with customer demand and actual road conditions

LONG TERM CORRIDOR OUTLOOK

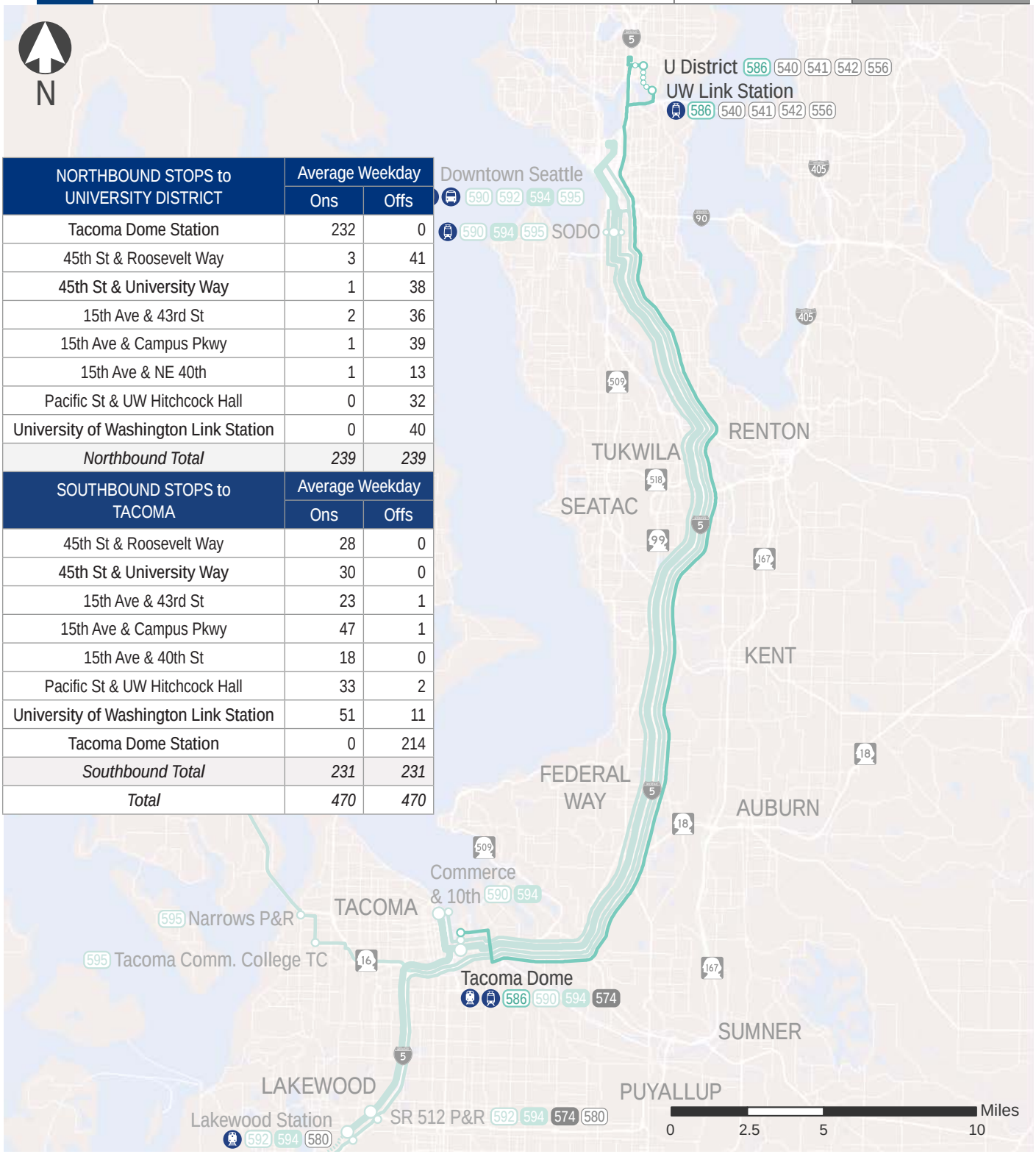
- **2022 –** Hilltop Tacoma Link Extension opens
- **2024 –** Federal Way Link Extension opens
- **2030 –** Tacoma Dome Link Extension opens
- **2036 –** Sounder extension to DuPont opens

I-5 South Pierce

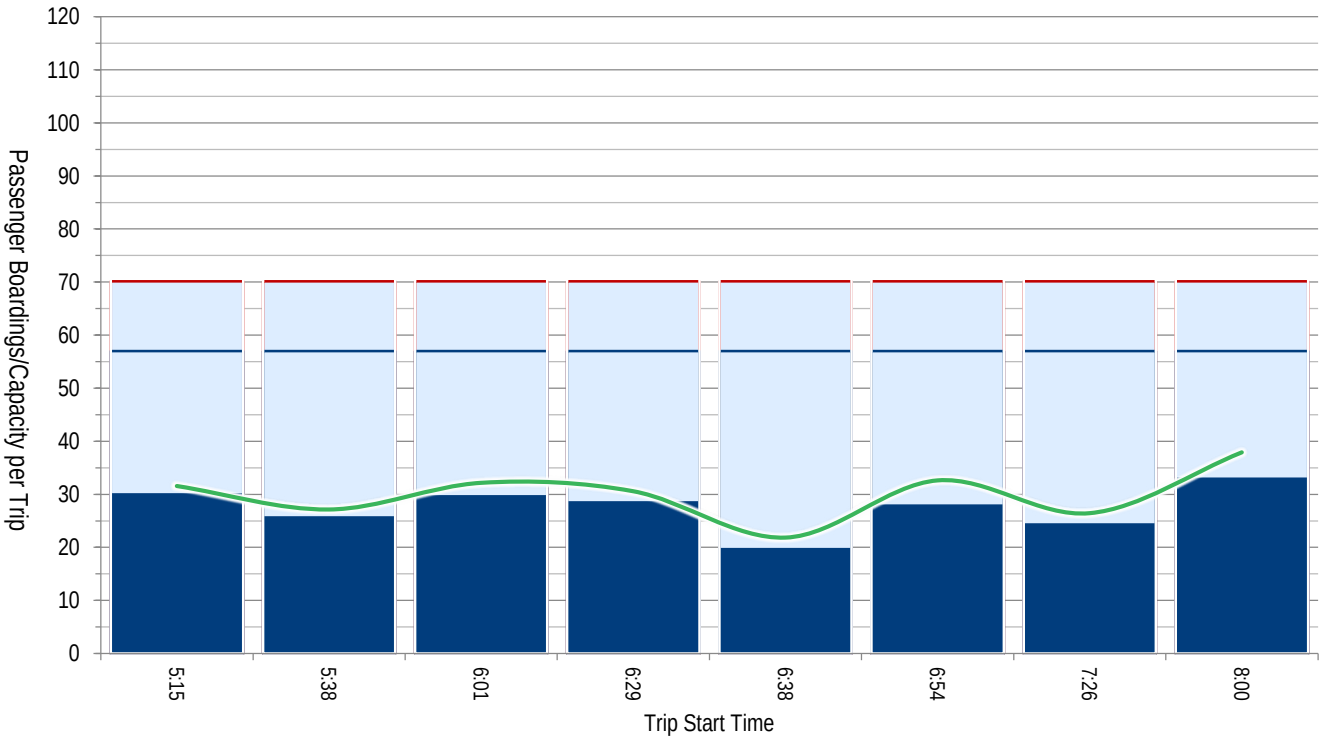
Route 586 Tacoma - U District

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	**446**	**458**	**461**	**470**
	Average Saturday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Average Sunday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Annual Boardings	**113,823**	**116,249**	**117,569**	

NORTHBOUND STOPS to UNIVERSITY DISTRICT	Average Weekday	
	Ons	Offs
Tacoma Dome Station	232	0
45th St & Roosevelt Way	3	41
45th St & University Way	1	38
15th Ave & 43rd St	2	36
15th Ave & Campus Pkwy	1	39
15th Ave & NE 40th	1	13
Pacific St & UW Hitchcock Hall	0	32
University of Washington Link Station	0	40
Northbound Total	*239*	*239*
SOUTHBOUND STOPS to TACOMA	**Average Weekday**	
	Ons	Offs
45th St & Roosevelt Way	28	0
45th St & University Way	30	0
15th Ave & 43rd St	23	1
15th Ave & Campus Pkwy	47	1
15th Ave & 40th St	18	0
Pacific St & UW Hitchcock Hall	33	2
University of Washington Link Station	51	11
Tacoma Dome Station	0	214
Southbound Total	*231*	*231*
Total	*470*	*470*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

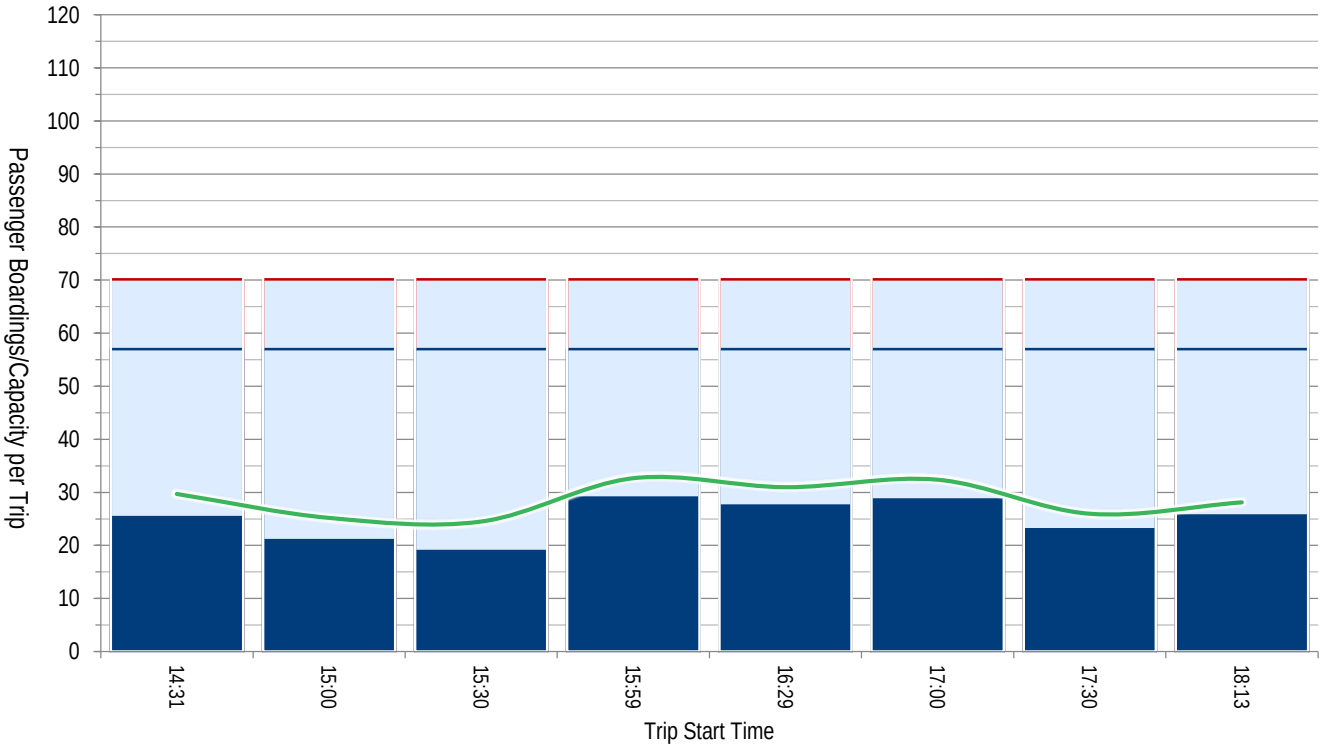


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads

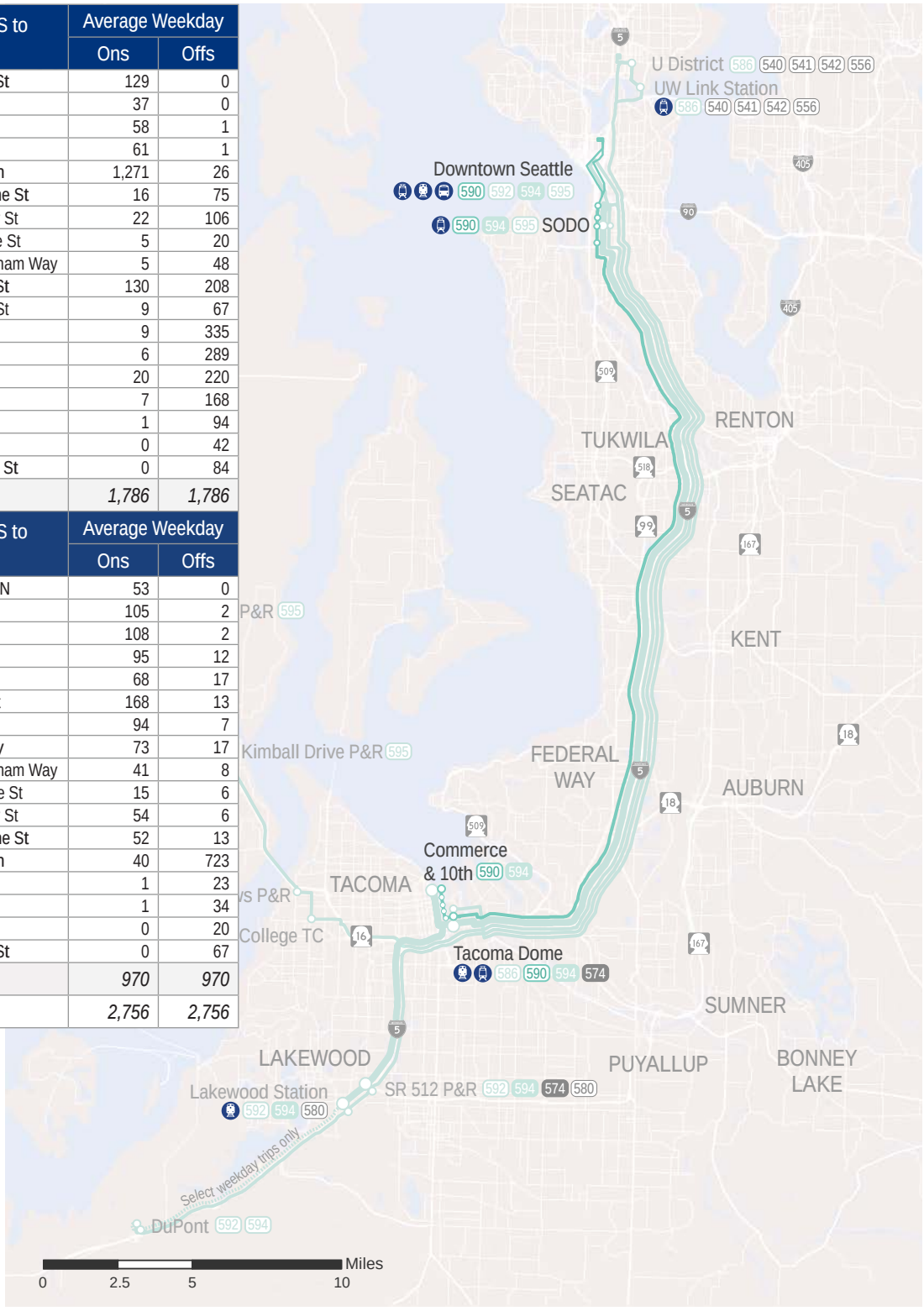


Route 590 Tacoma - Seattle

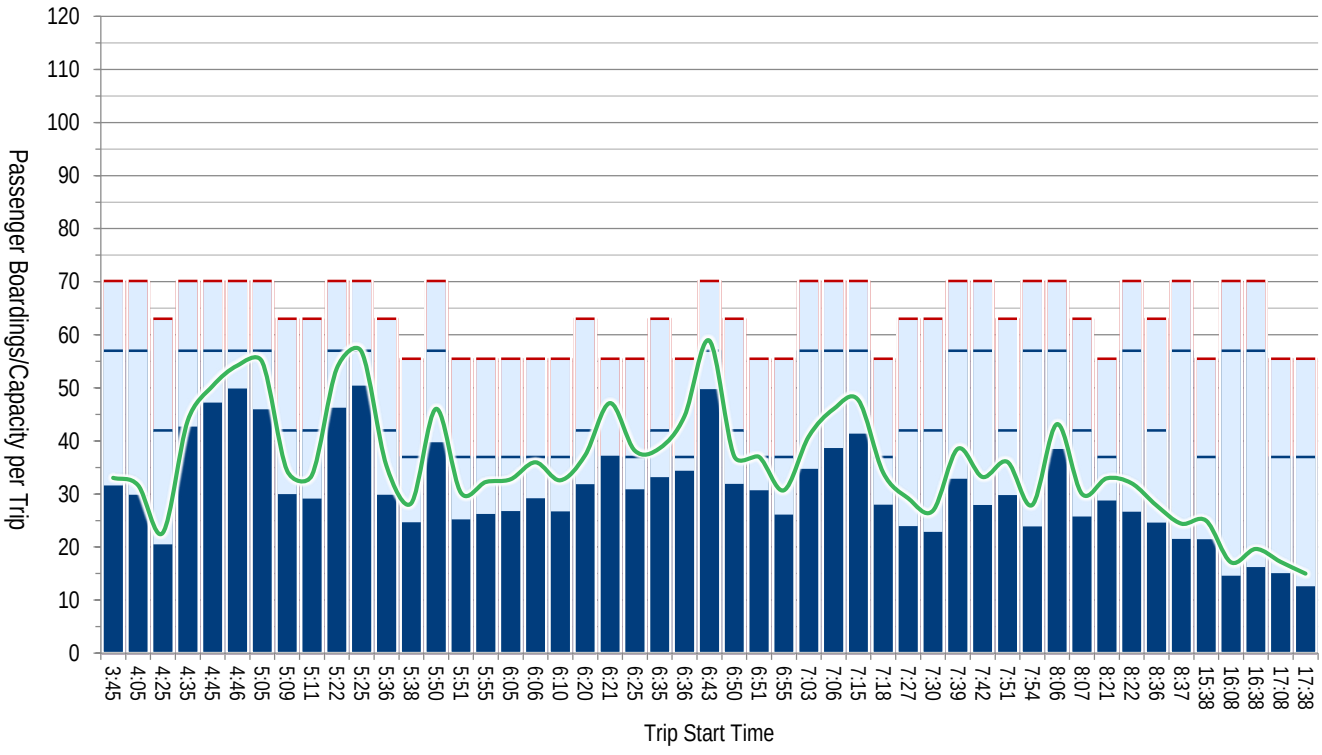
		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	2,789	2,853	2,795	2,756
	Average Saturday Boardings	N/A	N/A	N/A	N/A
	Average Sunday Boardings	N/A	N/A	N/A	N/A
	Annual Boardings	711,131	724,644	712,737	

NORTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
Commerce St & 10th St	129	0
Pacific Ave & 14th St	37	0
Pacific Ave & 19th St	58	1
Pacific Ave & 24th St	61	1
Tacoma Dome Station	1,271	26
SODO Busway & Spokane St	16	75
SODO Busway & Lander St	22	106
SODO Busway & Holgate St	5	20
SODO Busway & Royal Brougham Way	5	48
4th Ave & S Jackson St	130	208
4th Ave & Washington St	9	67
4th Ave & Cherry St	9	335
4th Ave & Seneca St	6	289
4th Ave & Pike St	20	220
Olive Way & 6th Ave	7	168
Howell St & 9th Ave	1	94
Howell St & Yale Ave	0	42
Eastlake Ave & Stewart St	0	84
Northbound Total	*1,786*	*1,786*

SOUTHBOUND STOPS to TACOMA	Average Weekday	
	Ons	Offs
Stewart St & Yale Ave N	53	0
Stewart St & 9th Ave	105	2
Stewart St & 7th Ave	108	2
Stewart St & 4th Ave	95	12
2nd Ave & Stewart St	68	17
2nd Ave & Seneca St	168	13
2nd Ave & Cherry St	94	7
2nd Ave & Yesler Way	73	17
SODO Busway & Royal Brougham Way	41	8
SODO Busway & Holgate St	15	6
SODO Busway & Lander St	54	6
SODO Busway & Spokane St	52	13
Tacoma Dome Station	40	723
Pacific Ave & 24th St	1	23
Pacific Ave & 19th St	1	34
Pacific Ave & 14th St	0	20
Commerce St & 10th St	0	67
Southbound Total	*970*	*970*
Total	*2,756*	*2,756*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

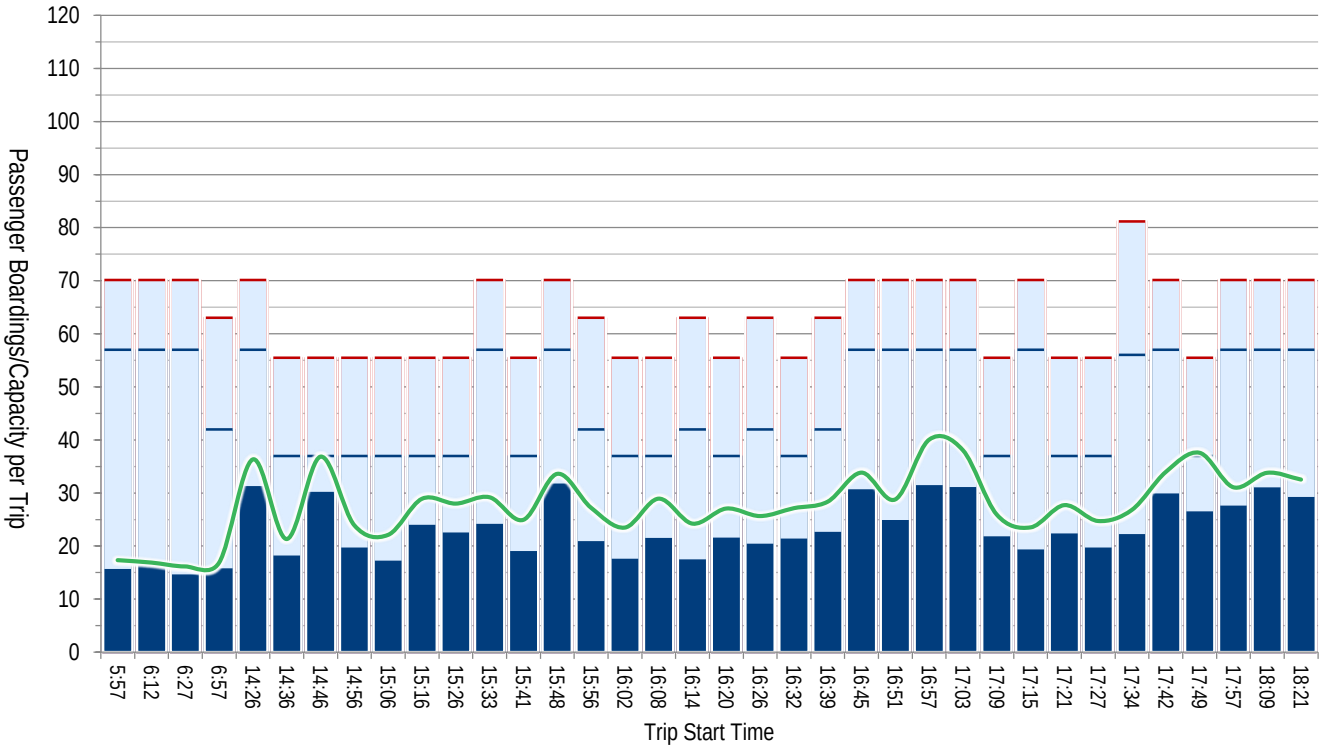


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads

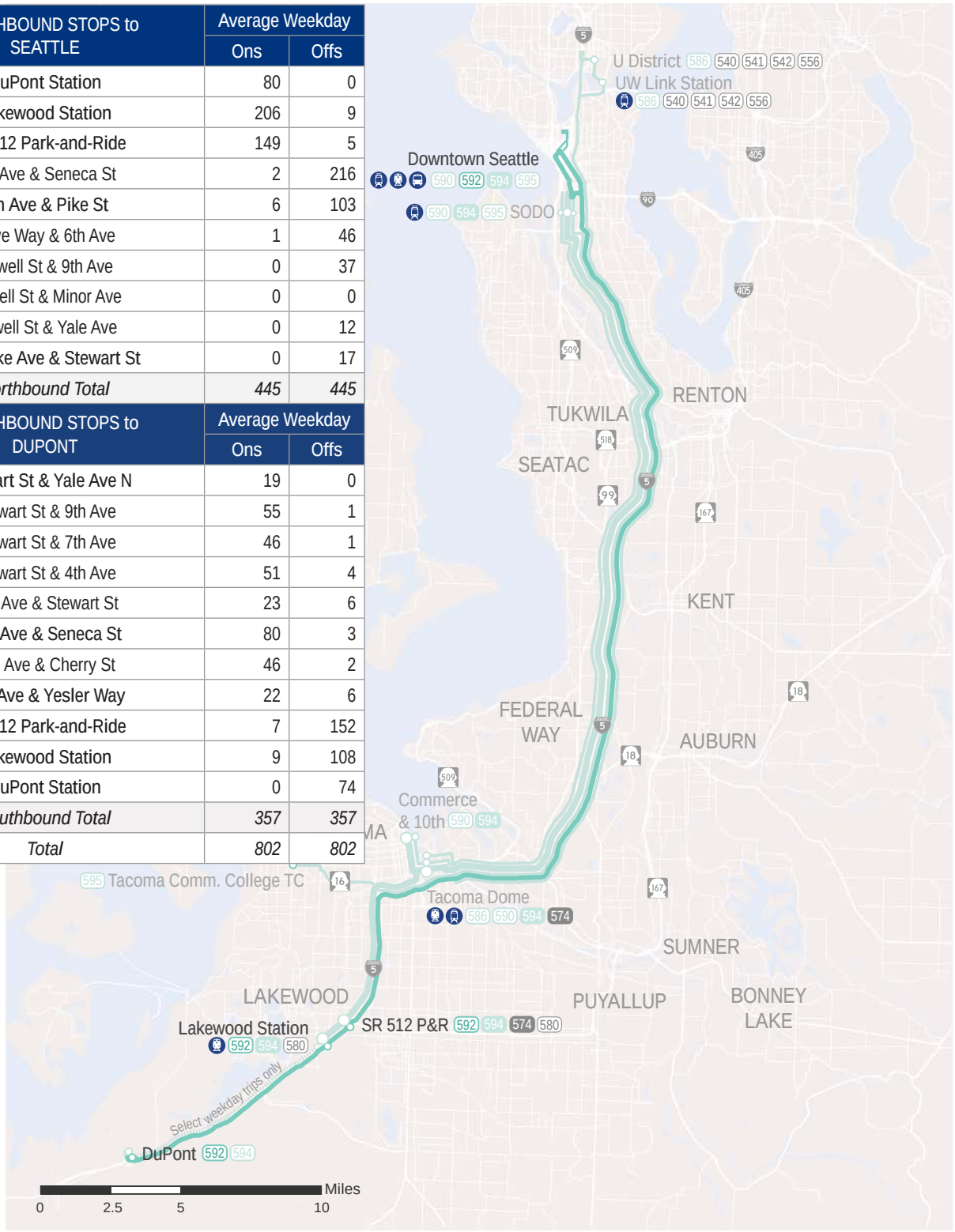


Route 592 DuPont - Lakewood - Seattle

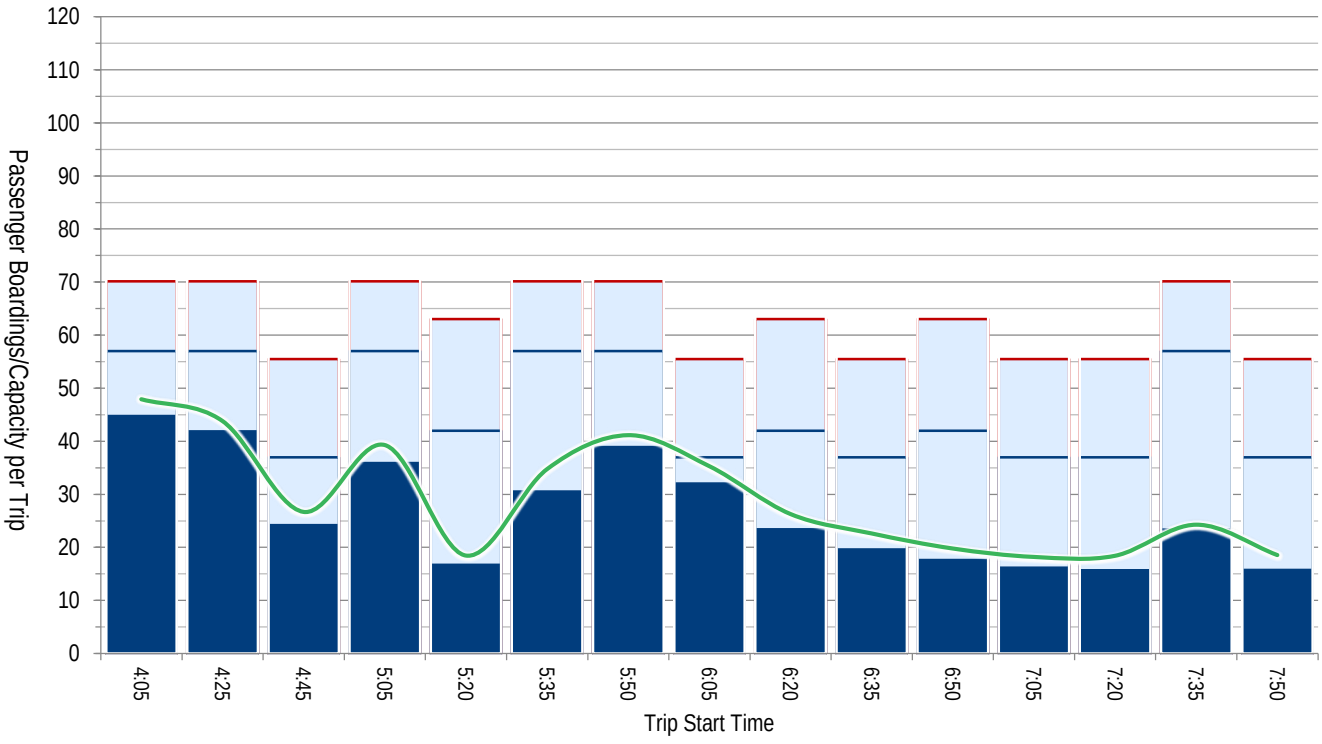
		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	**971**	**940**	**804**	**802**
	Average Saturday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Average Sunday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Annual Boardings	**247,527**	**238,773**	**205,043**	

NORTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
DuPont Station	80	0
Lakewood Station	206	9
SR-512 Park-and-Ride	149	5
5th Ave & Seneca St	2	216
4th Ave & Pike St	6	103
Olive Way & 6th Ave	1	46
Howell St & 9th Ave	0	37
Howell St & Minor Ave	0	0
Howell St & Yale Ave	0	12
Eastlake Ave & Stewart St	0	17
Northbound Total	*445*	*445*

SOUTHBOUND STOPS to DUPONT	Average Weekday	
	Ons	Offs
Stewart St & Yale Ave N	19	0
Stewart St & 9th Ave	55	1
Stewart St & 7th Ave	46	1
Stewart St & 4th Ave	51	4
2nd Ave & Stewart St	23	6
2nd Ave & Seneca St	80	3
2nd Ave & Cherry St	46	2
2nd Ave & Yesler Way	22	6
SR-512 Park-and-Ride	7	152
Lakewood Station	9	108
DuPont Station	0	74
Southbound Total	*357*	*357*
Total	*802*	*802*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

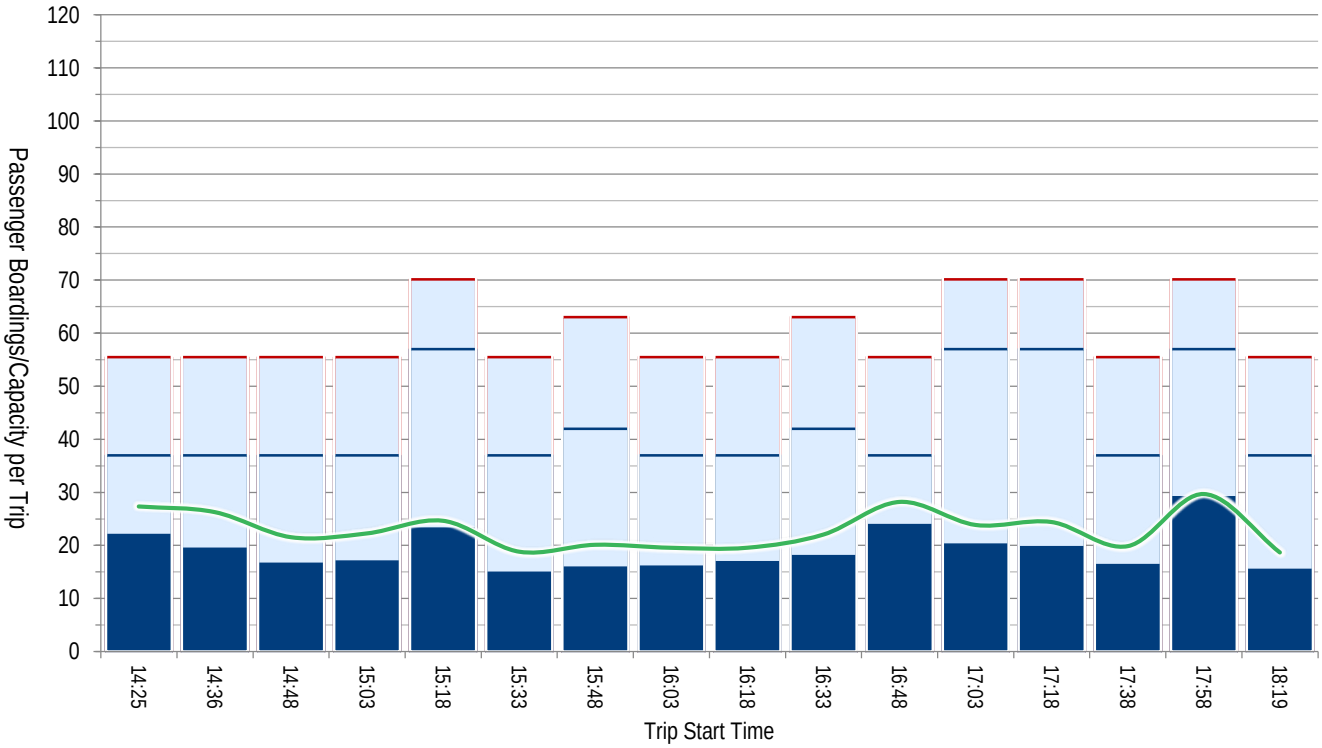


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

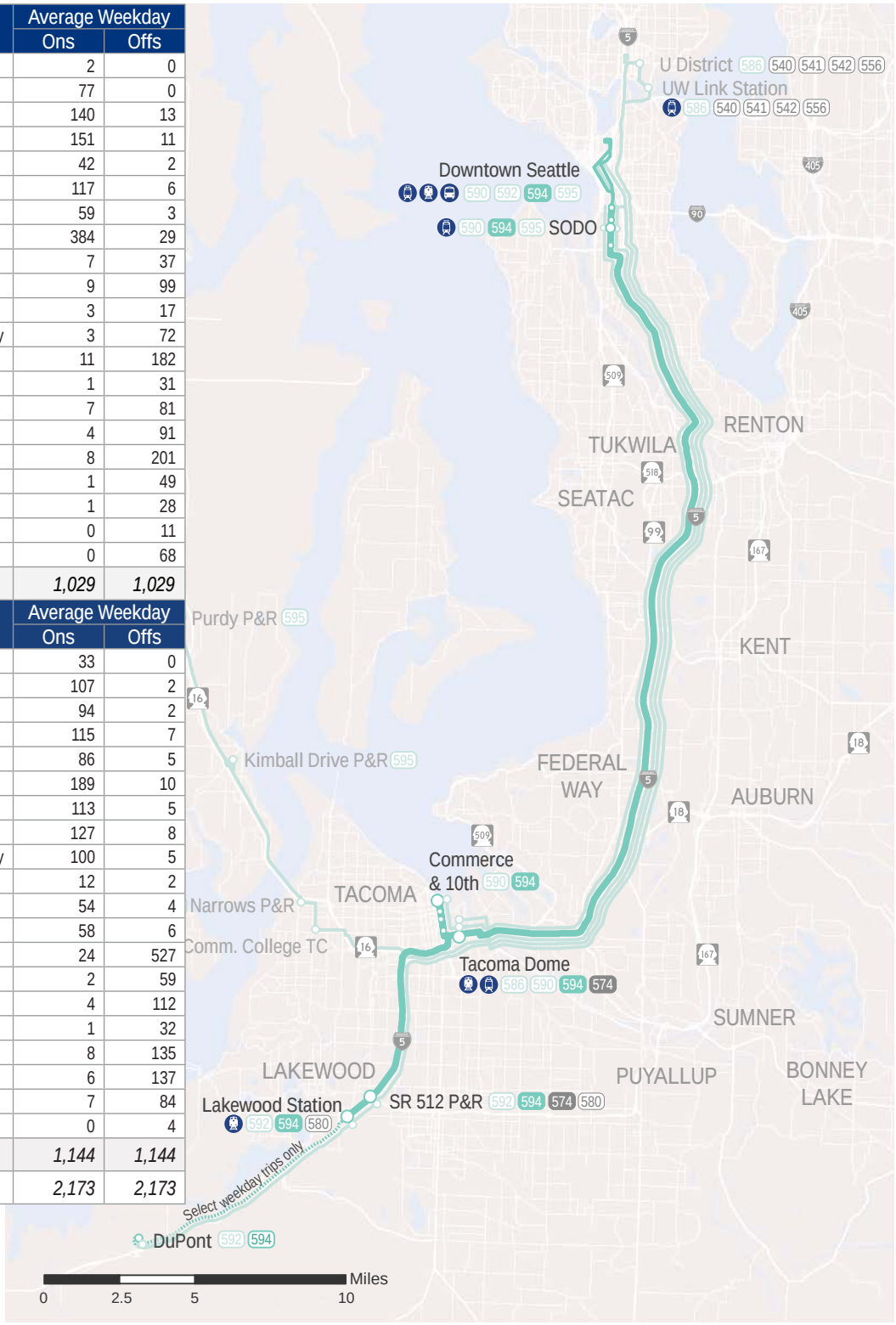
Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



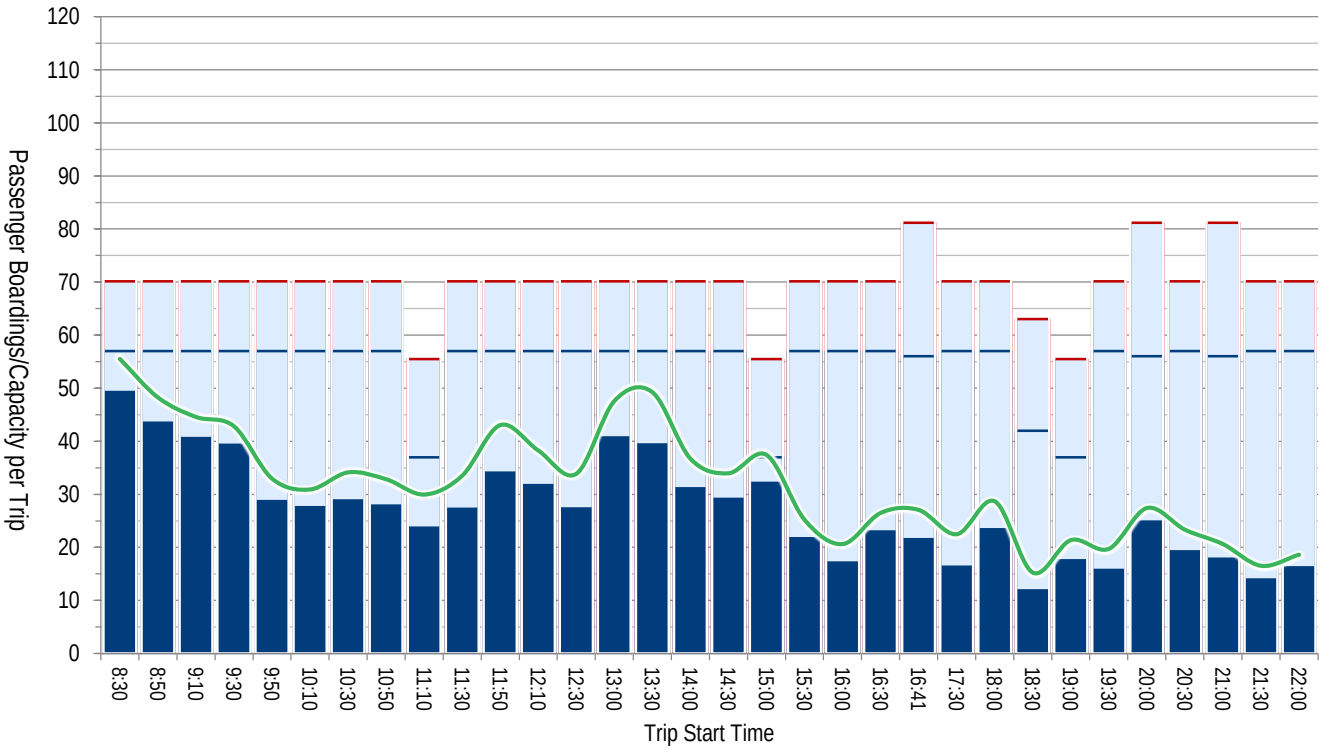
Route 594 Lakewood - Tacoma - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	2,157	2,128	2,131	2,173
	Average Saturday Boardings	2,214	2,294	2,319	2,405
	Average Sunday Boardings	1,791	1,791	1,862	1,897
	Annual Boardings	784,995	781,923	771,962	

NORTHBOUND STOPS to SEATTLE	Average Weekday	
	Ons	Offs
DuPont Station	2	0
Lakewood Station	77	0
SR-512 Park-and-Ride	140	13
Commerce St & 10th St	151	11
Pacific Ave & 14th St	42	2
Pacific Ave & 19th St	117	6
24th St & Pacific Ave	59	3
Tacoma Dome Station	384	29
SODO Busway & Spokane St	7	37
SODO Busway & Lander St	9	99
SODO Busway & Holgate St	3	17
SODO Busway & Royal Brougham Way	3	72
4th Ave & S Jackson St	11	182
4th Ave & Washington St	1	31
4th Ave & Cherry St	7	81
4th Ave & Seneca St	4	91
4th Ave & Pike St	8	201
Olive Way & 6th Ave	1	49
Howell St & 9th Ave	1	28
Howell St & Yale Ave	0	11
Eastlake Ave & Stewart St	0	68
Northbound Total	*1,029*	*1,029*
SOUTHBOUND STOPS to TACOMA	Average Weekday	
	Ons	Offs
Stewart St & Yale Ave N	33	0
Stewart St & 9th Ave	107	2
Stewart St & 7th Ave	94	2
Stewart St & 4th Ave	115	7
2nd Ave & Stewart St	86	5
2nd Ave & Seneca St	189	10
2nd Ave & Cherry St	113	5
2nd Ave & Yesler Way	127	8
SODO Busway & Royal Brougham Way	100	5
SODO Busway & Holgate St	12	2
SODO Busway & Lander St	54	4
SODO Busway & Spokane St	58	6
Tacoma Dome Station	24	527
Pacific Ave & 24th St	2	59
Pacific Ave & 19th St	4	112
Pacific Ave & 14th St	1	32
Commerce St & 10th St	8	135
SR-512 Park-and-Ride	6	137
Lakewood Station	7	84
DuPont Station	0	4
Southbound Total	*1,144*	*1,144*
Total	*2,173*	*2,173*



Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

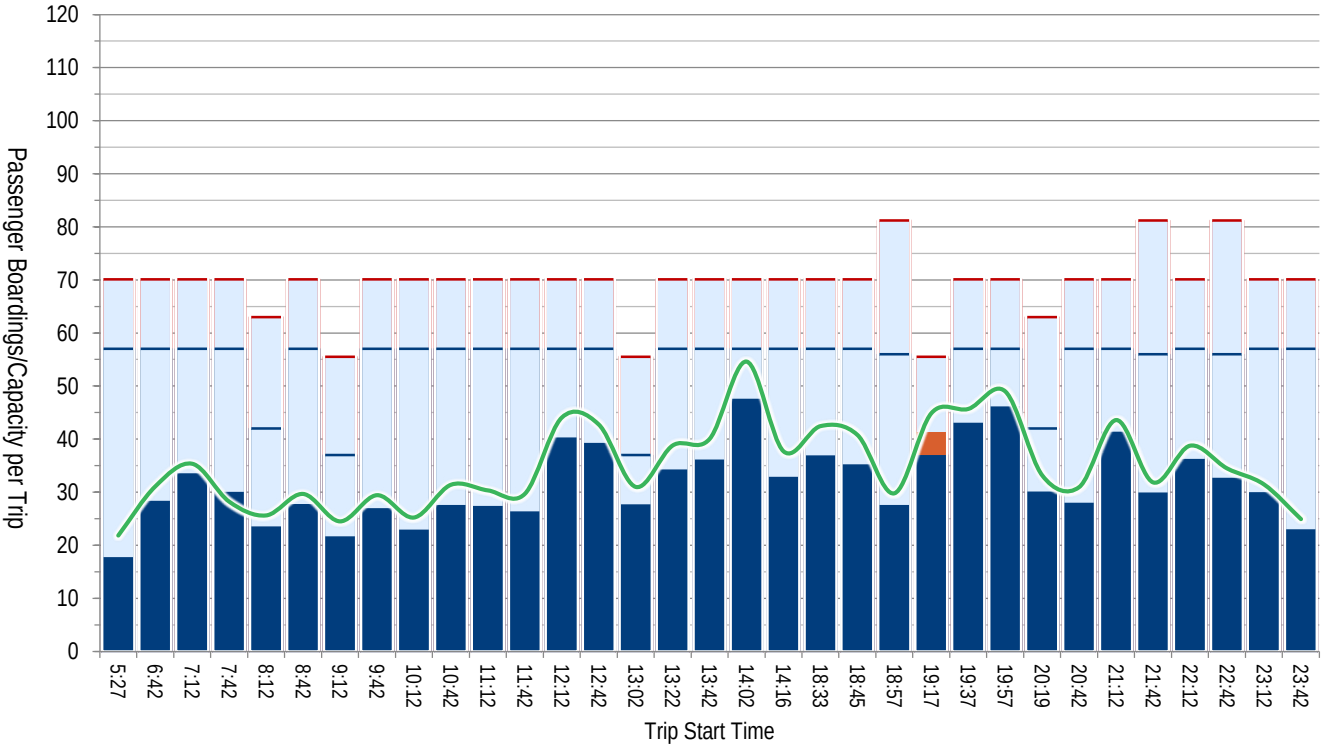


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

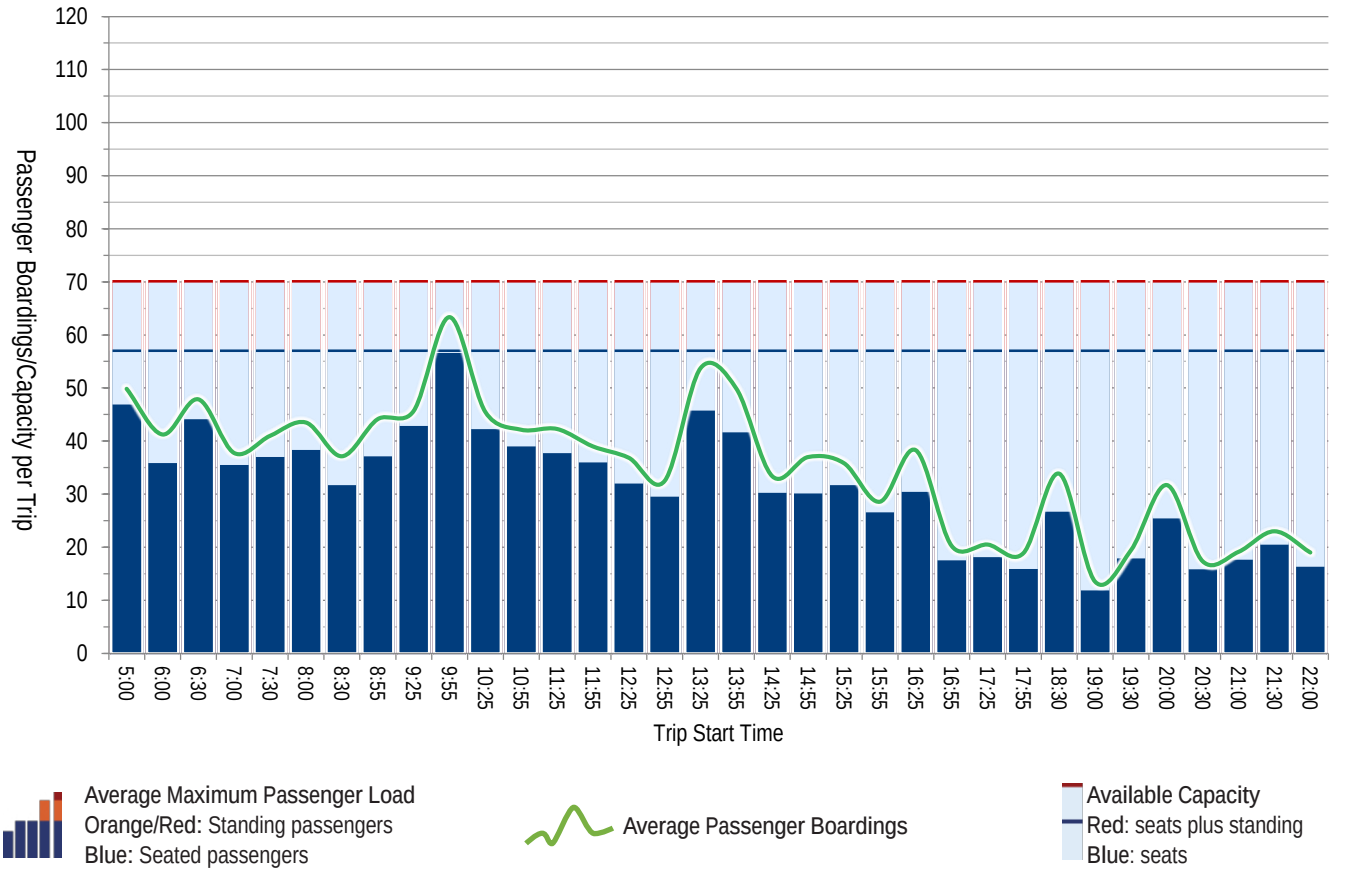
Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

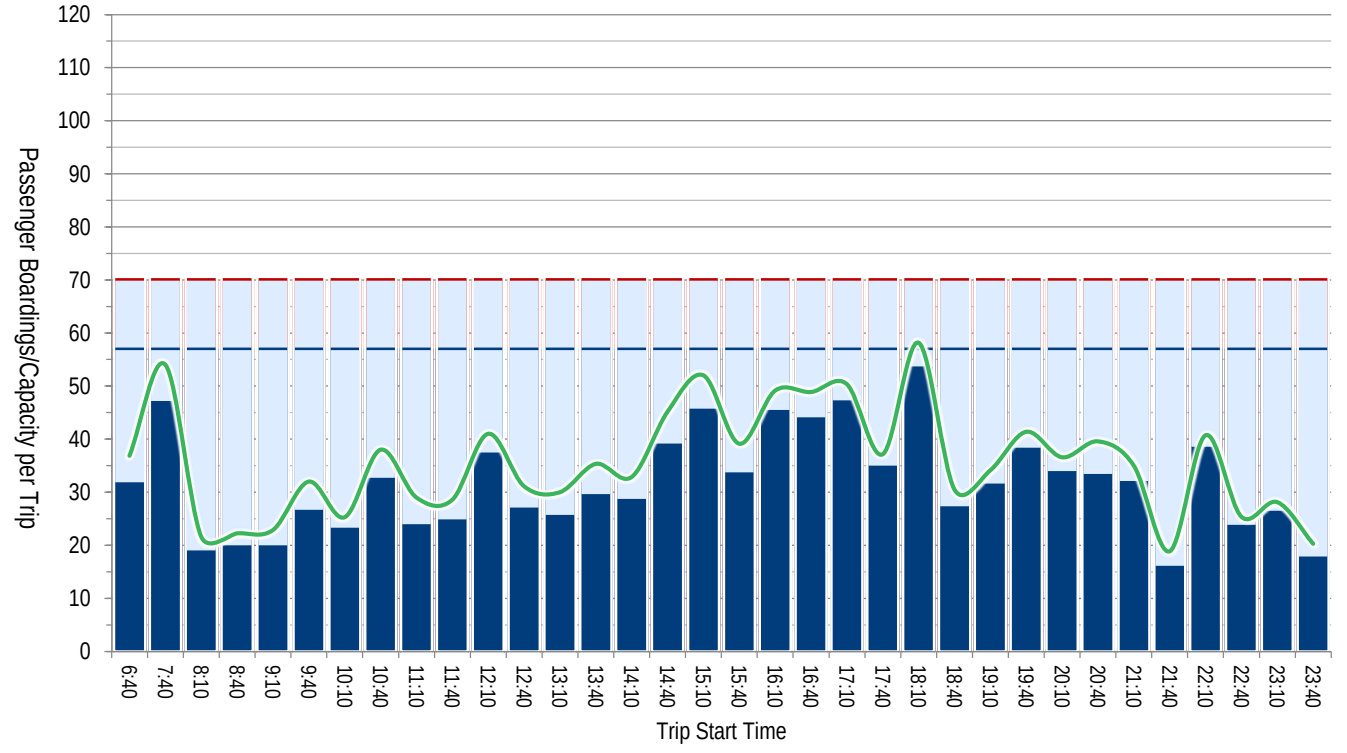
Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



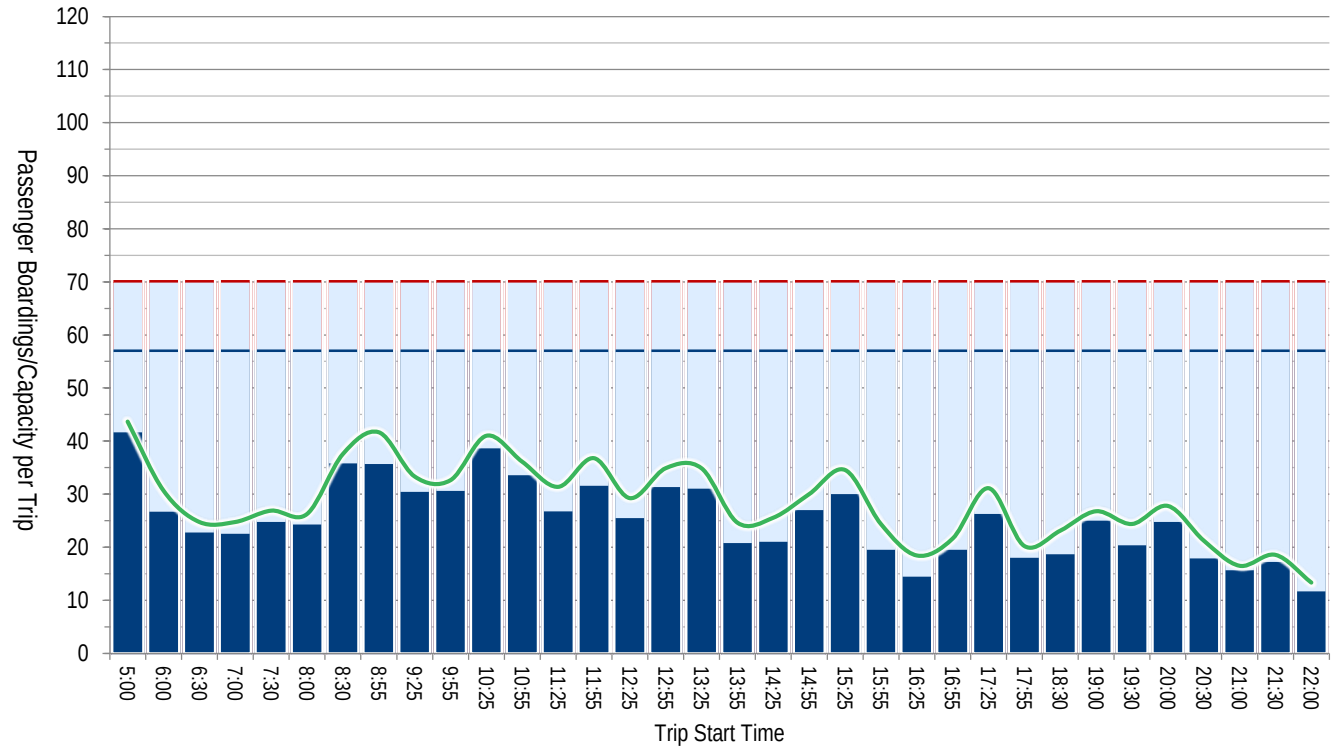
Northbound Average Trip Ridership & Maximum Passenger Loads — Saturday



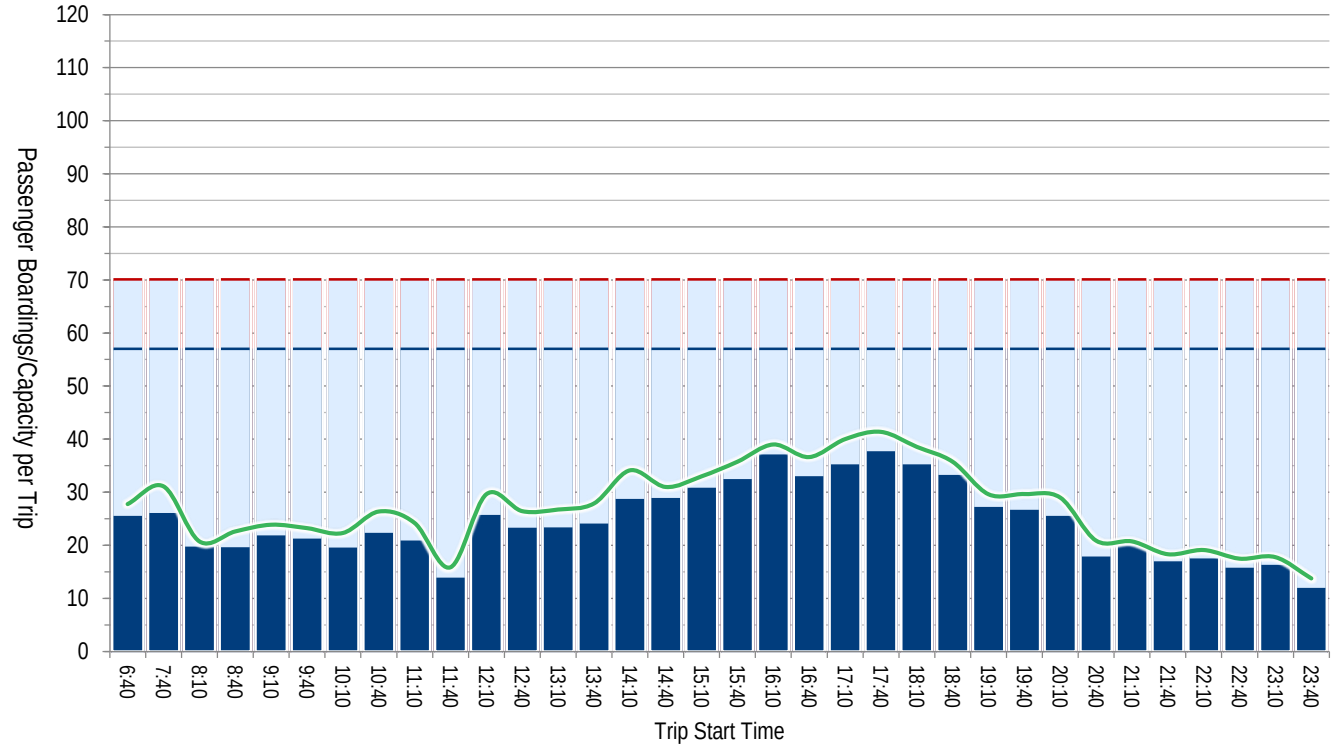
Saturday — Southbound Average Trip Ridership & Maximum Passenger Loads



Northbound Average Trip Ridership & Maximum Passenger Loads — Sunday



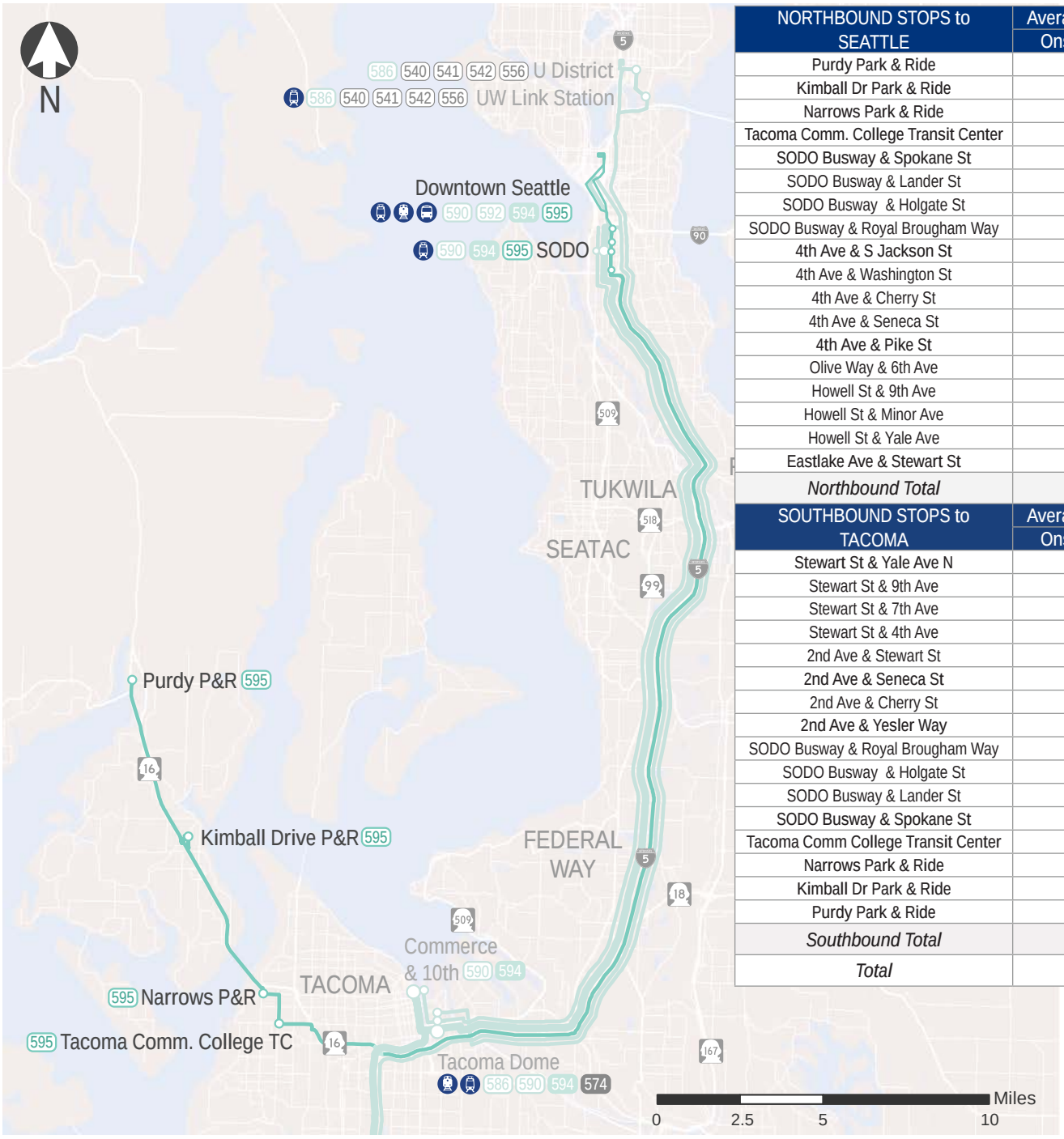
Sunday — Southbound Average Trip Ridership & Maximum Passenger Loads



I-5 South Pierce

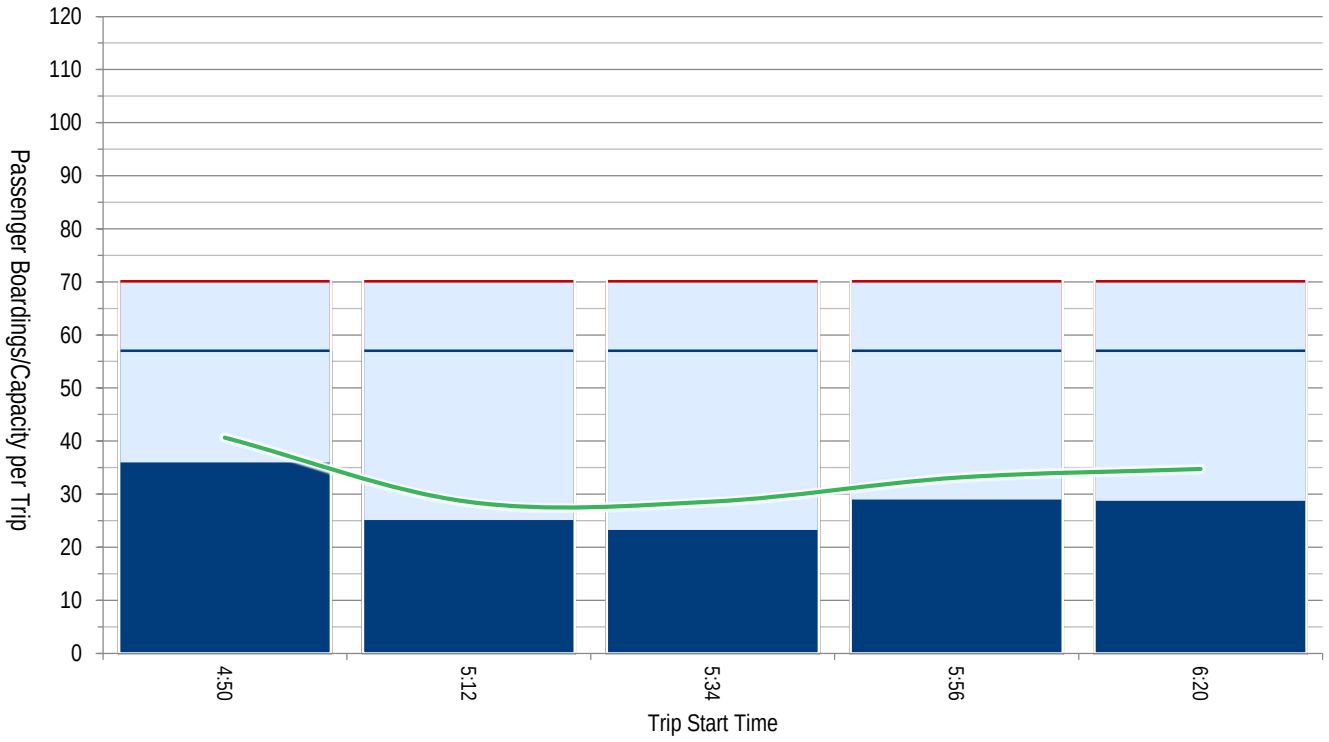
Route 595 Gig Harbor - Seattle

		2016	2017	2018	SPRING 2019
Ridership	Average Weekday Boardings	**346**	**352**	**324**	**313**
	Average Saturday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Average Sunday Boardings	**N/A**	**N/A**	**N/A**	**N/A**
	Annual Boardings	**88,218**	**89,496**	**81,925**	



NORTHBOUND STOPS to SEATTLE	Average Weekday Ons	Average Weekday Offs
Purdy Park & Ride	29	0
Kimball Dr Park & Ride	51	0
Narrows Park & Ride	24	0
Tacoma Comm. College Transit Center	43	3
SODO Busway & Spokane St	2	8
SODO Busway & Lander St	2	7
SODO Busway & Holgate St	1	3
SODO Busway & Royal Brougham Way	0	1
4th Ave & S Jackson St	9	12
4th Ave & Washington St	0	2
4th Ave & Cherry St	0	40
4th Ave & Seneca St	0	26
4th Ave & Pike St	1	21
Olive Way & 6th Ave	1	17
Howell St & 9th Ave	0	8
Howell St & Minor Ave	0	0
Howell St & Yale Ave	0	3
Eastlake Ave & Stewart St	0	12
Northbound Total	*163*	*163*
SOUTHBOUND STOPS to TACOMA	**Average Weekday Ons**	**Average Weekday Offs**
Stewart St & Yale Ave N	11	0
Stewart St & 9th Ave	13	0
Stewart St & 7th Ave	13	0
Stewart St & 4th Ave	15	1
2nd Ave & Stewart St	10	1
2nd Ave & Seneca St	33	1
2nd Ave & Cherry St	20	0
2nd Ave & Yesler Way	10	1
SODO Busway & Royal Brougham Way	2	0
SODO Busway & Holgate St	4	1
SODO Busway & Lander St	6	0
SODO Busway & Spokane St	10	1
Tacoma Comm College Transit Center	2	47
Narrows Park & Ride	0	22
Kimball Dr Park & Ride	0	50
Purdy Park & Ride	0	23
Southbound Total	*150*	*150*
Total	*313*	*313*

Northbound Average Trip Ridership & Maximum Passenger Loads — Weekday

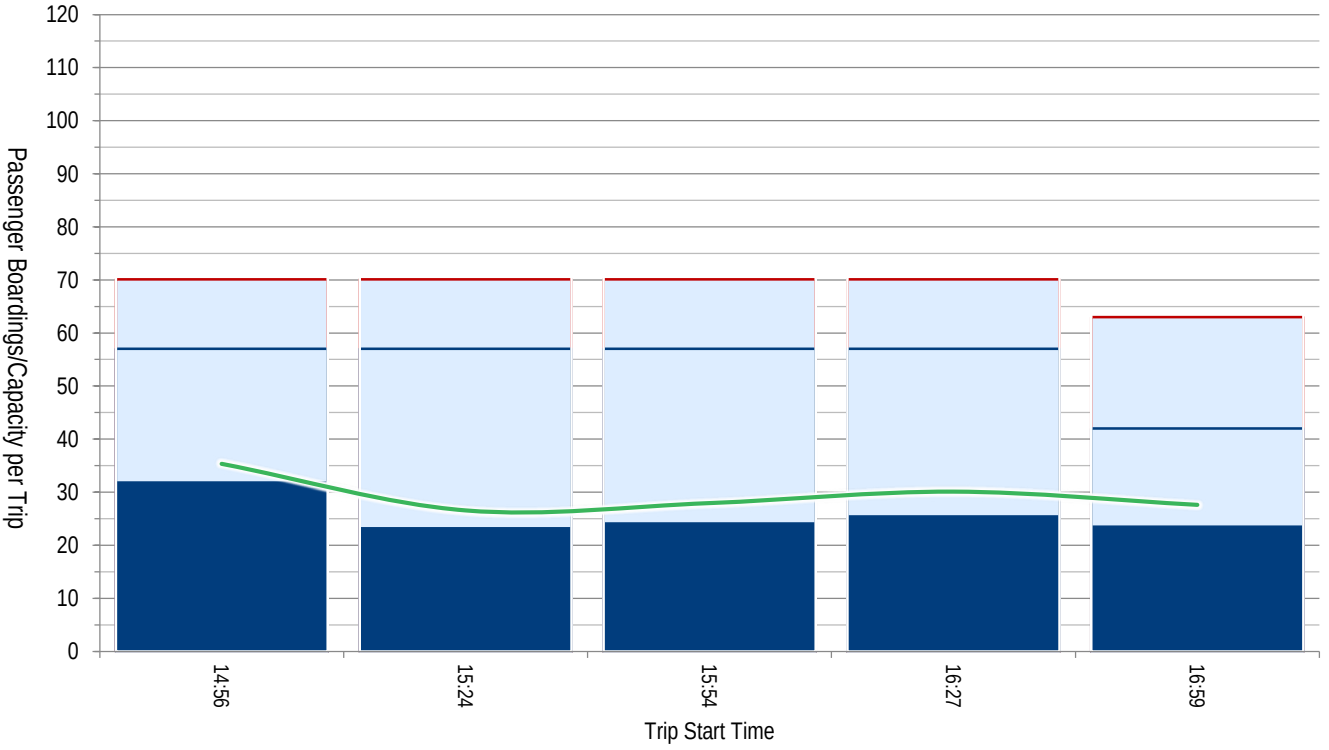


Average Maximum Passenger Load
Orange/Red: Standing passengers
Blue: Seated passengers

Average Passenger Boardings

Available Capacity
Red: seats plus standing
Blue: seats

Weekday — Southbound Average Trip Ridership & Maximum Passenger Loads



APPENDIX A

Title VI Maps by Service Change

Title VI Maps by Service Change

ROUTE 544 - NORTHEAST MOBILITY PLAN

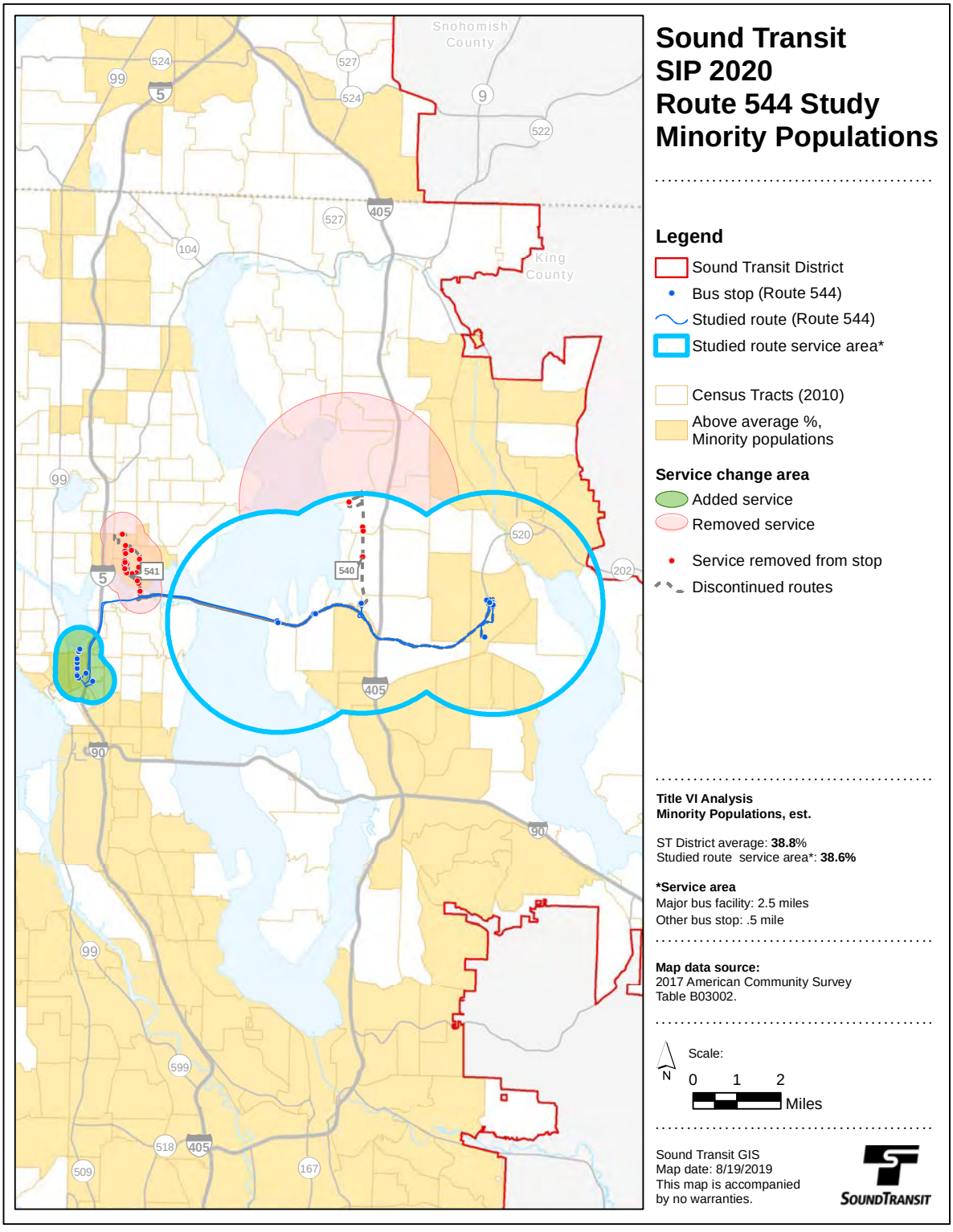


Figure 37: Minority Population Affected by North Eastside Mobility Plan Changes

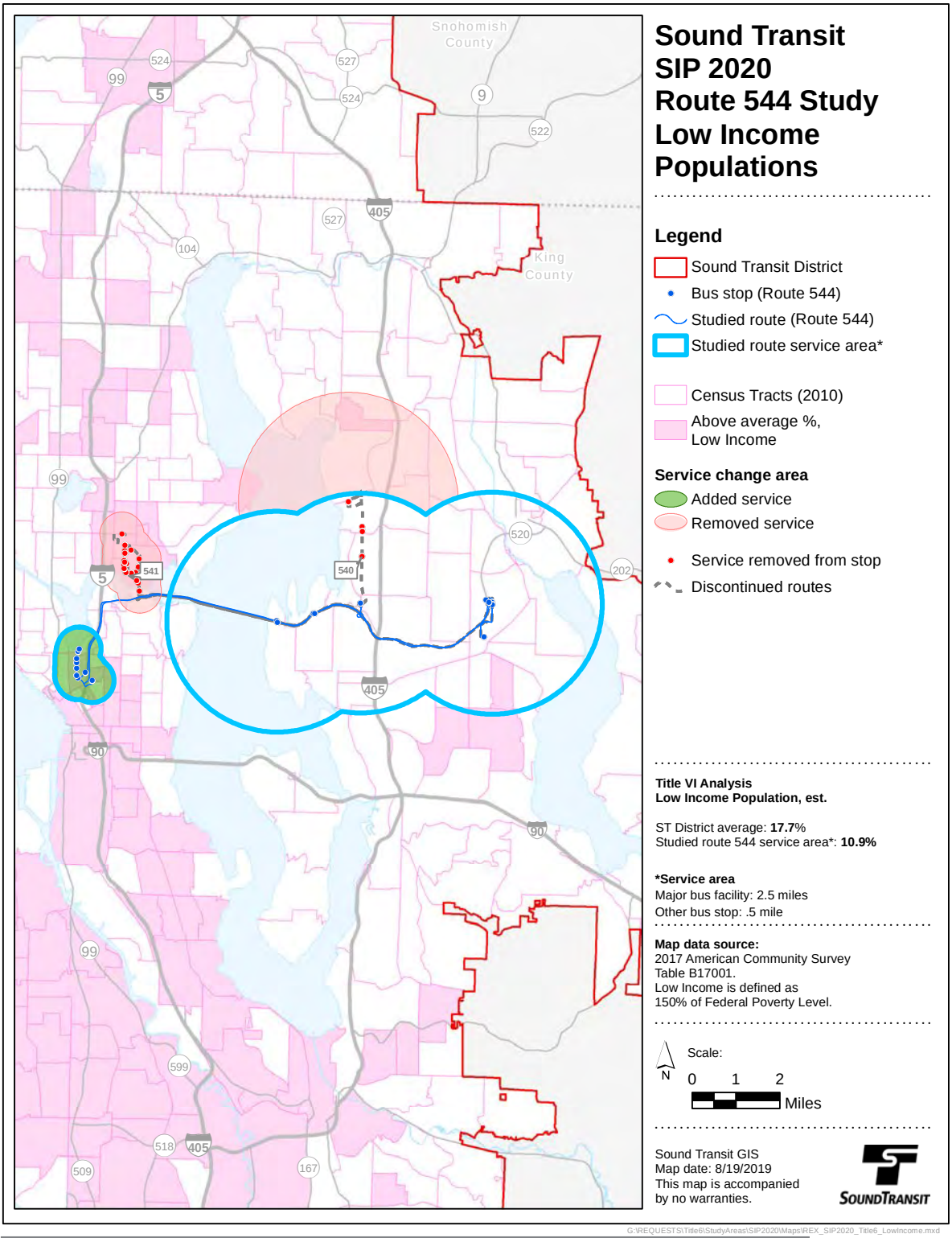


Figure 38: Low Income Population Affected by North Eastside Mobility Plan Changes

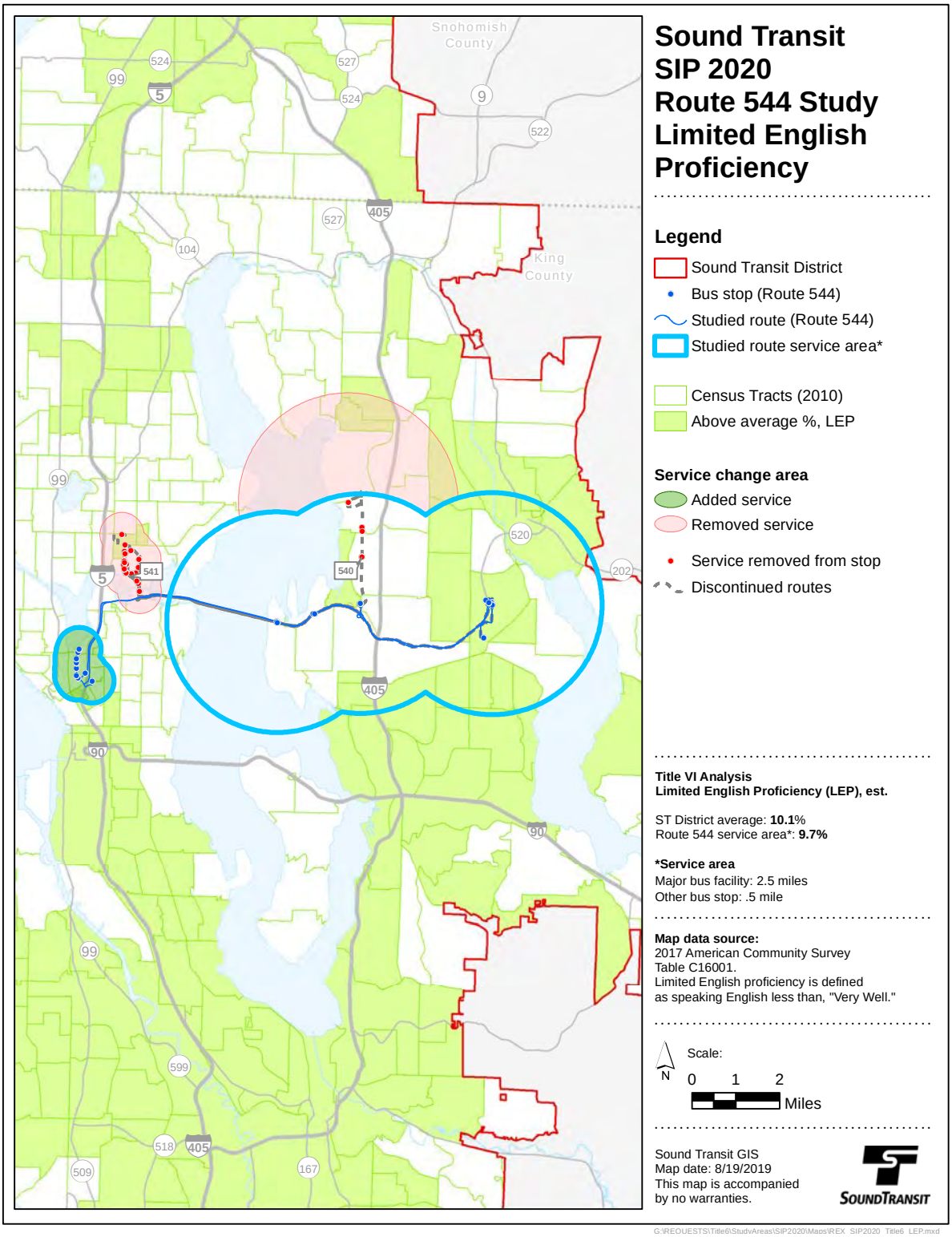


Figure 39: Limited English Proficiency Population Affected by North Eastside Mobility Plan Changes

ROUTE 566 - STOP DISCONTINUATION

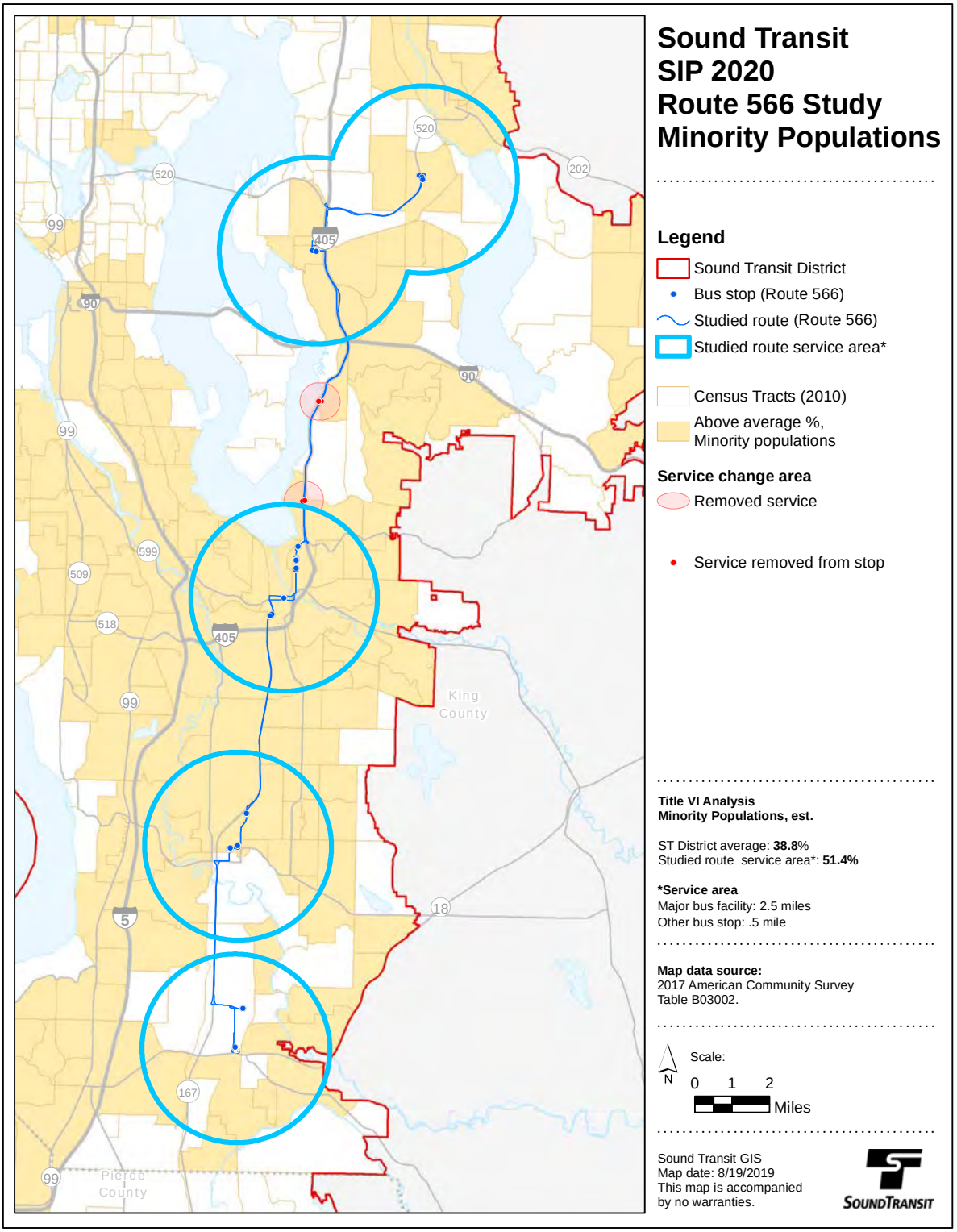


Figure 40: Minority Population Affected by Route 566 Stop Discontinuation

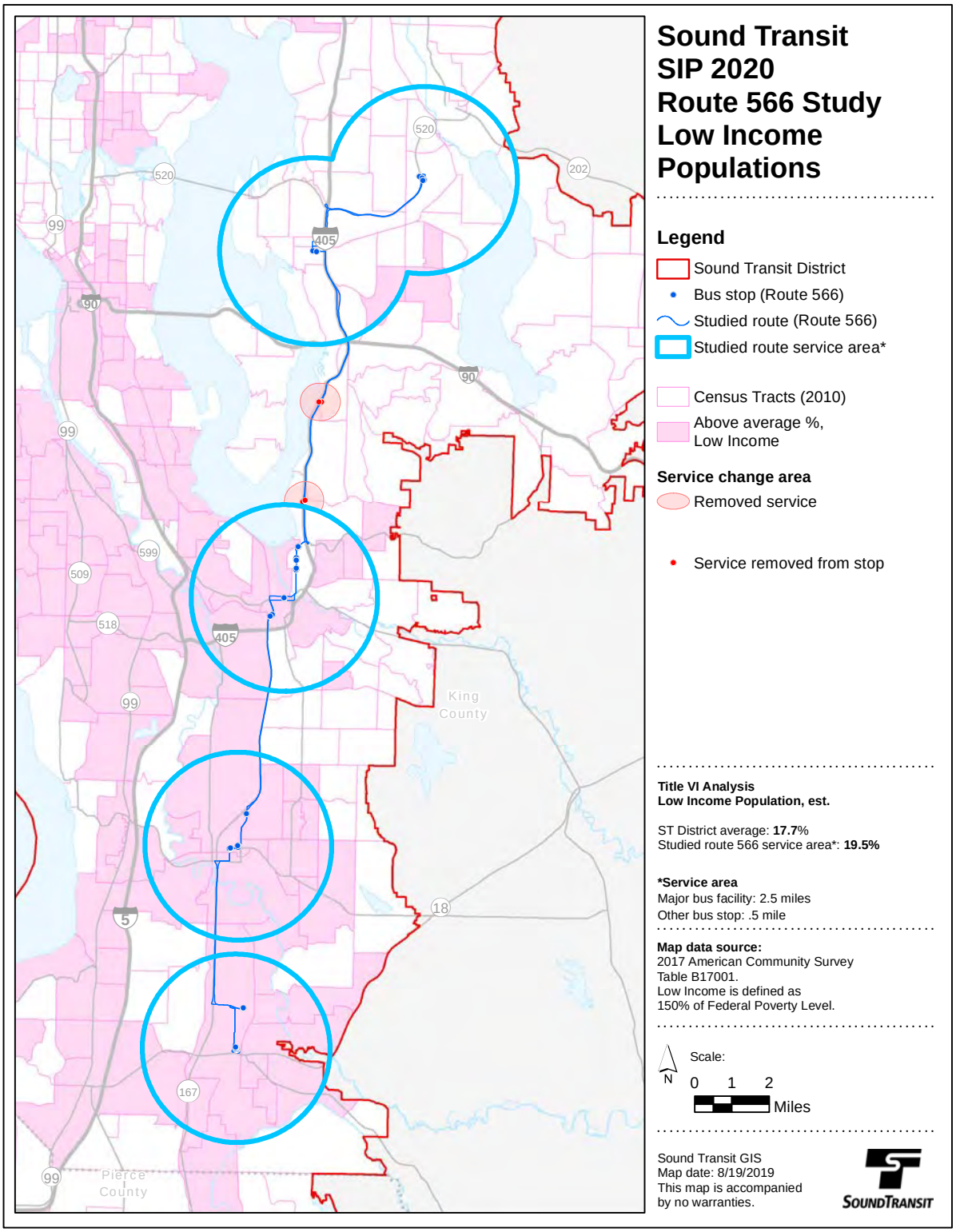


Figure 41: Low Income Population Affected by Route 566 Stop Discontinuation

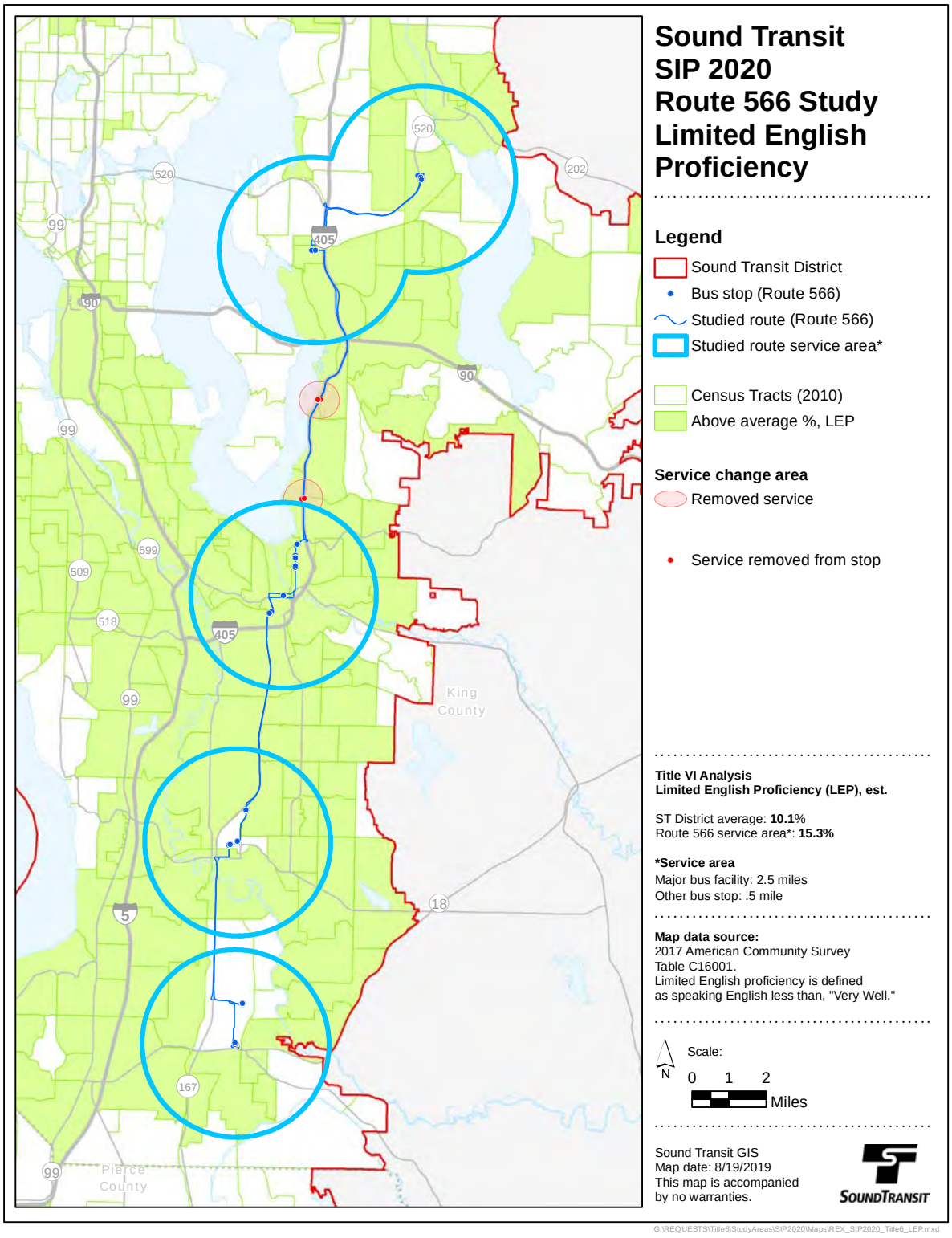


Figure 42: Limited English Proficiency Population Affected by Route 566 Stop Discontinuation

ROUTE 577 WEEKEND CONVERSION TO SHORT 578 TRIPS

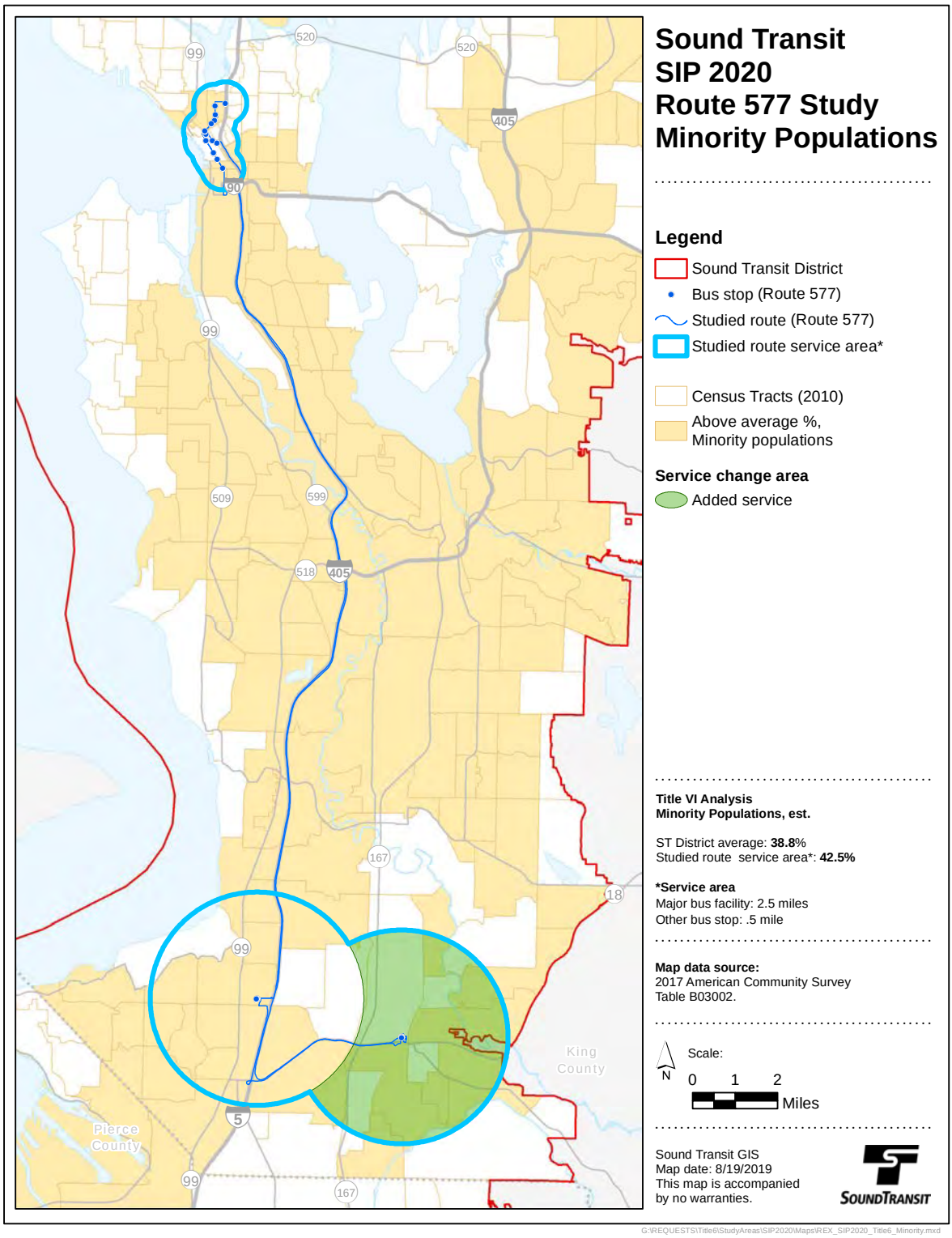


Figure 43: Minority Population Affected by Route 577/578 Weekend Changes

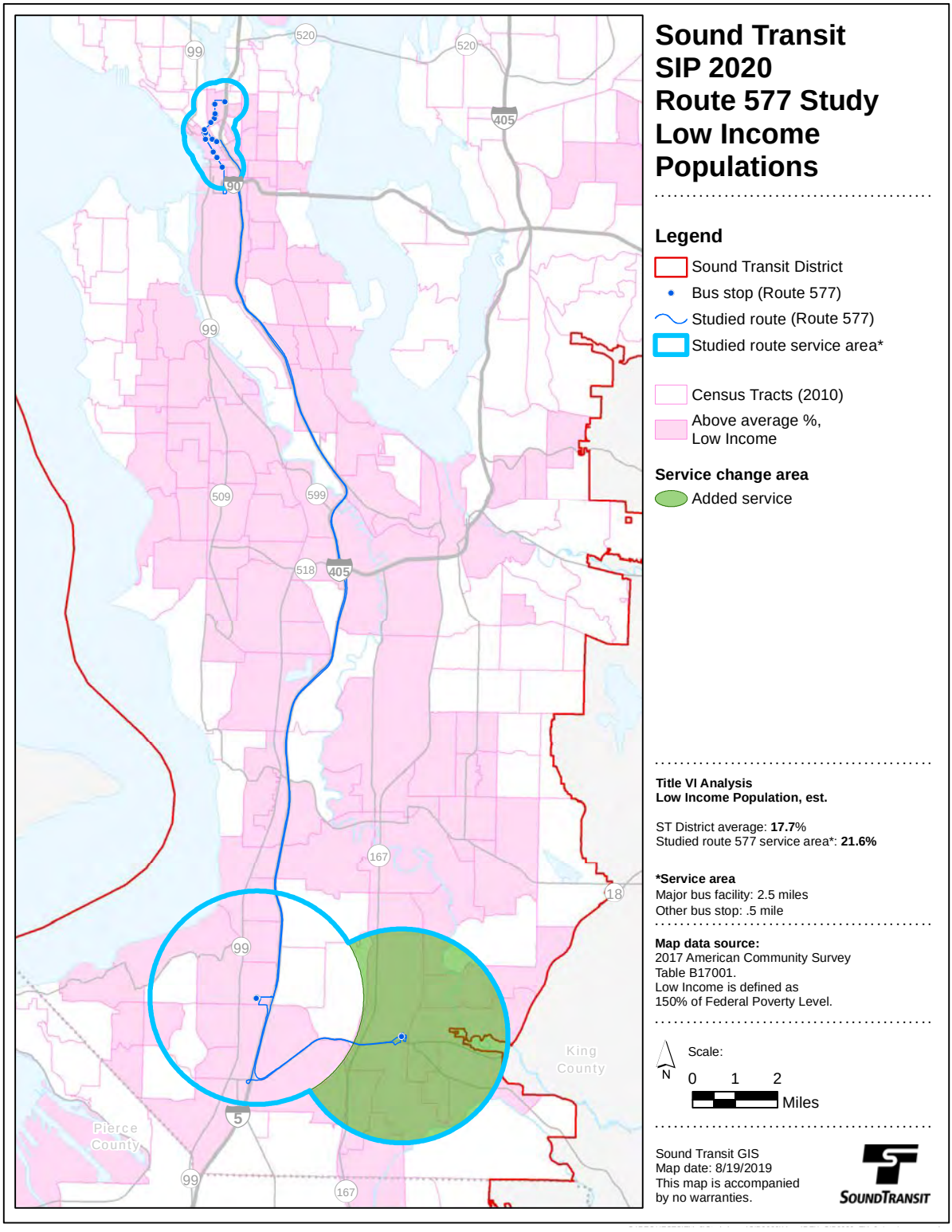


Figure 44: Low Income Population Affected by Route 577/578 Weekend Changes

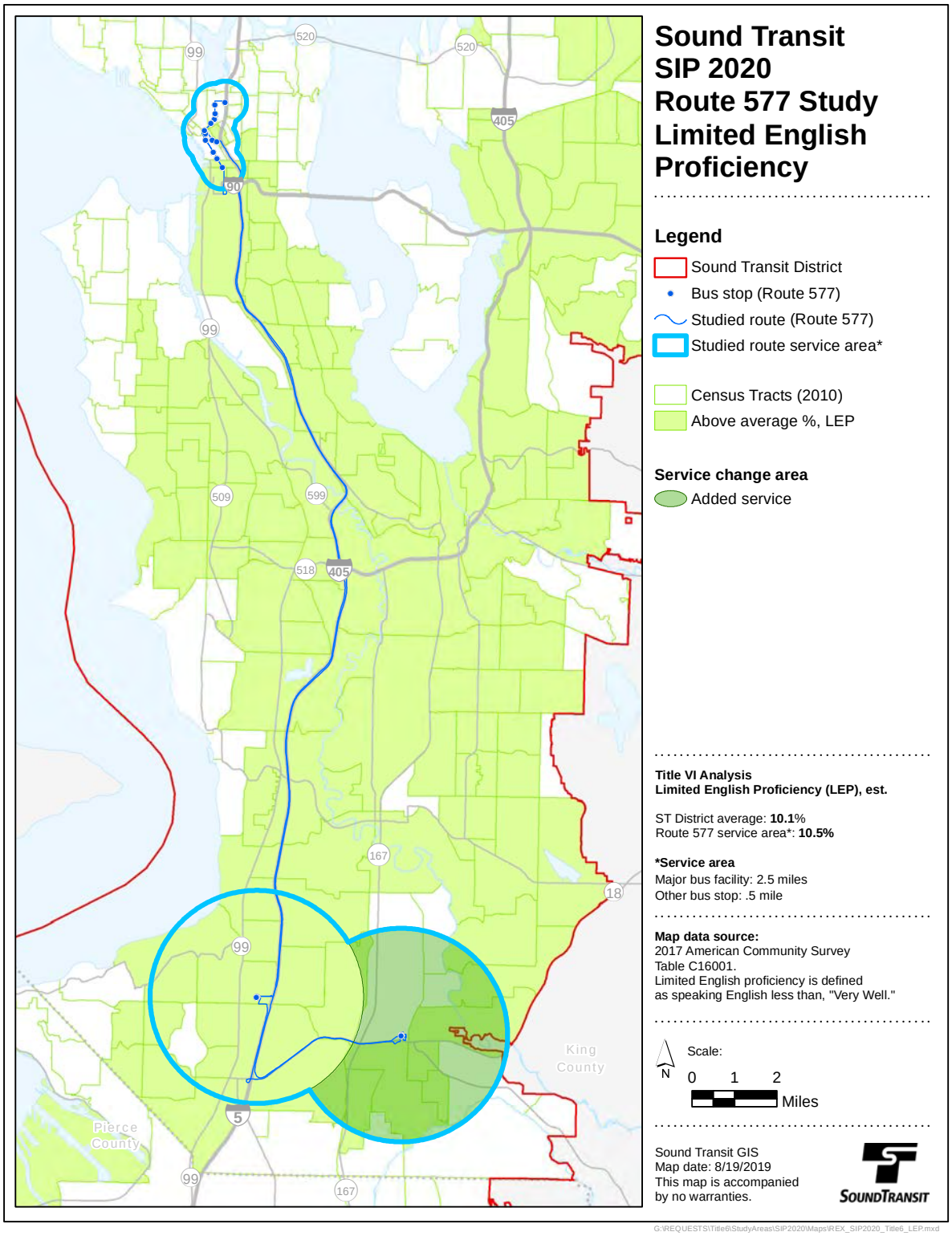


Figure 45: Limited English Proficiency Population Affected by Route 577/578 Weekend Changes

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APPENDIX B

Public Outreach - What We Heard

Summary of Outreach Events

Outreach for the 2020 SIP was conducted both in person and via online channels. Public Comment was available between September 7 and October 7, which allowed staff to summarize feedback and respond with revised proposals if necessary.

IN PERSON OUTREACH

Sound Transit staff were out in the field discussing proposed changes at the following locations:

Pop-up Sessions	People Engaged
S Kirkland Park-and-Ride Tue 9/24 6:30-9:30am	154
SR 520 / NE 40th St Freeway Stops Wed 10/2 3:30-7:00pm	209
South Lake Union Farmers Market Thu 10/3 10:00am - 2:00pm	150
Street Teams at Bus Stops	**People Engaged**
Overlake Village Park-and-Ride Tue 9/17 3:30-7:00pm	38
Overlake Transit Center, Bay 8 Thu 9/19 6:30-9:30am	5
UW Station Bay 1 Mon 9/30 3:00-6:30pm	154

Table 21: Summary of Outreach Event locations

In addition to the public outreach events, Sound Transit spoke to Microsoft employees to discuss how these changes around Overlake would impact their commutes. Across all outreach events, staff engaged with over 700 customers to solicit feedback on the proposals.

ONLINE OUTREACH

Additionally, customers were invited to provide comments online through the survey form found at soundtransit.org/SIP or emails to servicechanges@soundtransit.org. Advertisements on Facebook and Twitter as well as emails from Sound Transit to people signed up to recieve planning updates also solicited feedback from customers by directing them either to an in person event or to the online survey. Nearly 10,000 people received communications from Sound Transit regarding the proposals for this year's Service Plan. We also received 377 survey responses, which alongside the in-person outreach were used to help refine proposals along the SR-520 corridor.

Attention
ST Express riders

ST is proposing to convert Route 540 & 541 resources into new Route 544

Metro is revising Route 255 to service the University of Washington (UW) Station in March 2020, serving the same stops as current Route 540. New Route 544 would use current resources spent on Routes 540 and 541 to connect the Eastside to South Lake Union. Route 544 would run during peak hours in both directions, serving Overlake Village, Overlake Transit Center, South Kirkland, SR 520 and South Lake Union. Though most passengers would still have a one-seat ride, passengers traveling between Overlake Village and UW would transfer to either Route 542 at Overlake Transit Center's freeway station or to Route 255 at Evergreen Point freeway station.

2020 Service Plan

Every September Sound Transit releases a draft service plan for the following year. The service changes proposed above are part of the 2020 Service Plan.

Let us know what you think by Oct. 7, 2019
See other side for feedback opportunities →

For more information

Visit soundtransit.org/sip
Email us at ***servicechanges@soundtransit.org***
Call us 1-866-940-4387
Sign up for rider alerts at soundtransit.org/subscribe

Sound Transit has accessible formats for materials available and can make accommodations for public meetings, call 1-800-201-4900 or email ***accessibility@soundtransit.org***.

SOUNDTRANSIT

Feedback opportunities

Pop-up events
Join us to learn more about the service plan process and proposed changes.

South Kirkland Park & Ride
Tuesday, Sept. 24 // 6:30 - 9:30 a.m.

SR 520 at NE 40th St. freeway stops
Wednesday, Oct. 2 // 3:30 – 7 p.m.

South Lake Union Farmers Market
(410 Terry Ave. N., Seattle)
Thursday, Oct. 3 // 10 a.m. – 2 p.m.

Public hearing
Thursday, Oct. 3 // 12:30 p.m.
Union Station, Ruth Fisher Board Room
401 S. Jackson St., Seattle

Online survey
Participate in our online survey at ***soundtransit.org/sip***

Title VI: Notice to the Public Non-discrimination Policy
We are committed to fair and equal treatment for everyone who rides our buses and trains. Under Title VI of the United States Federal Civil Rights Act of 1964, our riders will not face discrimination due to race, color or national origin as a result of any ST program or activity. If you believe you have been discriminated against, you can file a discrimination complaint with Sound Transit or the Federal Transit Administration (888-446-4511). You must file the complaint with ST in writing within 180 days of the claimed discriminatory act. Sound Transit Title VI complaint forms are available by calling 206-298-5000 or can be downloaded by visiting soundtransit.org/titleVI.

To learn more about possible Sound Transit service changes or the Title VI Non-discrimination policy, please call 1-800-823-9230 during normal business hours.

Để tìm hiểu thêm về các thay đổi có thể có đối với dịch vụ Sound Transit hoặc chính sách Chống phân biệt đối xử Tựa đề VI bằng TIẾNG VIỆT, vui lòng gọi 1-800-823-9230 trong giờ làm việc bình thường.

Sound Transit 서비스 변경 사항 또는 제6조 차별금지 정책을 한국어로 알아보시려면 일반 업무 시간에 1-800-823-9230로 전화하십시오.

За дополнительной информацией о возможных изменениях маршрутов Sound Transit или политике недопущения дискриминации согласно Разделу VI на РУССКОМ ЯЗЫКЕ обращайтесь по телефону 1-800-823-9230 в обычные рабочие часы.

Para obtener más información acerca de los posibles cambios en el servicio de Sound Transit o acerca de la política de no discriminación del Título VI en ESPAÑOL, llame al 1-800-823-9230 durante el horario de oficina regular.

Para matutunan ang marami pa tungkol sa posibleng mga pagbabago sa serbisyo ng Sound Transit o ang Titulo VI ng pakataran ng Walang Deskriminasyon sa TAGALOG, pakitawagan ang 1-800-823-9230 tuwing normal na oras ng pagnenegosyo.

如欲瞭解更多有關 Sound Transit 可能實行之服務變更或非歧視政策第六條的資訊繁體中文，請於正常工作時間內致電 1-800-823-9230。

Pop-up Sessions

Below are general themes heard during this phase of outreach.

South Kirkland Park & Ride

- Riders expressed concern about bus service from the Eastside being rerouted to a UW terminus instead of a downtown Seattle terminus.
- Reactions to the King County Metro Route 255 and Sound Transit Route 544 were mixed—some people were upset with the change, while others were glad ST was thinking about duplicate service.
- Of those who were upset about the change, their primary points of contention were changing buses at the Evergreen Point stop and the paid parking at the S Kirkland P&R.
- A handful of riders spoke negatively about their past light rail experiences, while others were looking forward to Eastside light rail service.
- Most questions were related to routes (e.g., how to get from Kirkland to X).
- Many riders thanked staffers for information and were generally glad ST was visible and present to share information.

Overlake SR 520 & NE 40th St Freeway Stops

- Riders observed that people traveling further east would experience no change to their route with the proposed Route 544, but a few riders inquired about whether the Route 542 would stop running on weekends with the proposed SIP changes.
- Several riders shared that the Montlake Freeway Stop removal highly impacted their travel on many different bus routes.
- A handful of riders shared that there is significant traffic through the South Lake Union (SLU) area, so they opt to walk to the bus stop at Denny St and Stewart St, which is faster than traveling on the bus as it waits in SLU traffic.
- Many riders expressed support for the proposed changes.

South Lake Union Farmers Market

- Attendees were largely unaware of the new Route 544.
- Even people that won't use the route (because of where they live/work), were really excited about that opportunity for others.
- There were some Route 545 riders that were concerned that changes would be made to that route, but thought it was cool that they'd be able to take the 544 instead.
- Many riders wanted to understand why the proposed Route 544 wouldn't go all the way to Redmond.
- One rider wondered if a bus line could be added to Redmond Way to connect to light rail once it opens in the Marymoor area in 2024.

Street teams

Overlake Village Park & Ride

- A few riders shared that the 541 is regularly late and hoped the proposed changes would improve on-time arrivals.
- Riders were interested in understanding whether the proposed Route 544 would have the same schedule as Routes 541 and 540.
- One rider expressed that they weren't interested in the proposal if it means fewer options for getting to and from the University of Washington.

Overlake Transit Center

- Most riders were not interested in dialoguing with staff, but those that did shared that they were aware of the changes.
- Staff noticed that the majority of riders had Microsoft badges, and hypothesized that Sound Transit's other outreach with Microsoft was effective in communicating the proposed changes.

University of Washington Bay 1 (NE Pacific Pl)

- Riders shared that there is existing high ridership on Route 542 and expressed concern about more people choosing this route if proposed changes take effect.
- A few riders were glad to learn the proposed King County Metro Route 255 would stop at Evergreen Point Road.
- Many riders expressed concern about the King County Metro Route 255 already being over-crowded and wondered if the new Route 544 and Route 255 would come frequently enough to meet the ridership demand.
- One rider reported frustration about paying twice when transferring between Sound Transit and King County Metro buses without an ORCA card.
- Riders wondered why the OneBusAway app does not show the arrival time for Route 540 and 541 buses and hoped Sound Transit could follow up.

Survey Results

A total of 377 surveys were completed for this year's Service Plan. Below

DEMOGRAPHICS

By Gender

Gender	Count (%)	
Female	165	45.6%
Male	161	48.1%
Non-binary	3	0.8%
Self-describe	2	0.6%
Decline to State	18	5.0%

By Personal Identity & Characteristics

Ethnicity	Count (%)	
American Indian or Alaskan Native	5	2.1%
Asian	57	16.9%
Black or African Ame rican	11	3.3%
Caucasian/White	242	71.6%
Native Hawaiian or other Pacific Islander	7	2.1%
Two or more	29	8.6%
Other	13	3.8%

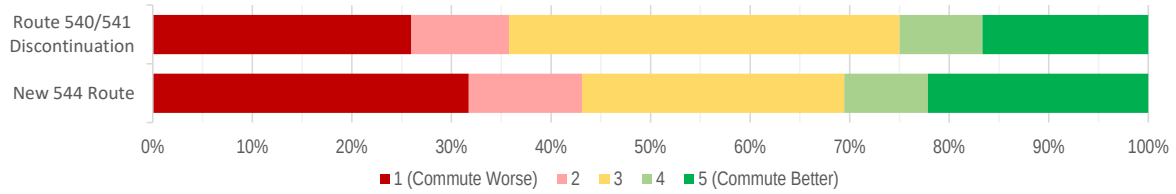
Household SIze	Count (%)	
1 (Live Alone)	64	18.6%
2	138	40.1%
3	55	16.0%
4	54	15.7%
5	20	5.8%
6 or more	13	3.8%

By Location

City	Count (%)	
Auburn	8	2.1%
Bellevue	20	5.1%
Bonney Lake	4	1.0%
Bothell	4	1.0%
Everett	2	0.5%
Federal Way	23	5.9%
Kent	8	2.1%
Kirkland	22	5.7%
Maple Valley	2	0.5%
Puyallup	7	1.8%
Redmond	65	16.7%
Renton	5	1.3%
Sammamish	6	1.5%
Seattle	156	40.1%
Spanaway	2	0.5%
Tacoma	9	2.3%
Other	46	11.8%

North Eastside Mobility Plan (SR 520)

Sound Transit had proposed discontinuing Routes 540 and 541, which serve the University of Washington Campus from Kirkland and Overlake, respectively, to introduce a new Route 544 serving South Lake Union. Respondents were asked to provide feedback on this proposal in relation to the North Eastside Mobility Plan. Most customers fell into two camps: those that were concerned about loss of capacity to/from UW and those who were in support of the new SLU service.



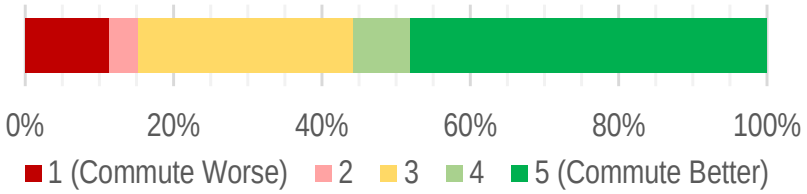
Additional Comments

After answering the survey respondents were asked if they had any additional comments. The following table presents the major themes and examples of response received within each theme from this open-ended section of the survey. In total, **188 respondents provided an additional comment** on the Sound Transit changes along SR-520.

TOPIC	SAMPLE RESPONSES
In support of service to SLU	■ I think it is great for people living in SLU, especially given the lack of connector service and transit options to that area. ■ Overlake-SLU is a much-needed connection. It's not my regular commute but making it more convenient for others has great potential. ■ This seems like it will be super beneficial for people, like me, who ride the 545 in the evening and go to Redmond TC. Most people get off on the highway stops that the 544 will service. This route also helps me in the morning, since the 255 will no longer be going to SLU. Hopefully the dropoff for the 544 isn't too far away from where the 545/255 drops off.
Related to reduced service to UW	■ Worst change ever to me. 541 like it was is the perfect option to me living in Bellevue to get to UW every day. I even would appreciate having more busses available on this route. But changing it the way you are planning makes my workday much more stressful. I would appreciate, if you could reconsider to keep the 541 route like it is! Thank you! ■ I live in Wallingford. I have about a 15 minute walk to 15th Ave NE and Campus Park Way and commute to the South Kirkland Park and Ride. The 540 is fantastic and perfect for my commute. The proposed 544 does not help me as it does not stop near UW, nor does an expanded 255, as UW station would make my morning walk too far. I would have to take the 541 then 255/540 along 520 or a bus to UW station another to the South Kirkland P&R. Either way adding a leg or two to my trip. ■ With the current closure of the Montlake freeway stop this will remove two of the 3 routes used can be used to get from montelake to evergreen point, and further overcrowd the already over crowded route 542 and there will be no other option to get to evergreen point or the Overlake transit center. ■ The removal of the 520 bus station under Montlake already made my commute worse, now I have half as many options to get to work. By removing the 541, you are reducing my options again, now leaving me with a fourth of the options as I had six months ago. I appreciated the additional stops along the 541 bus line that now let me get from home near Montlake to work near 156th Street on Microsoft's campus with a single ride and limited walking. However, removing the 541 will eliminate any direct route I have to get to work.
Related to S Kirkland P&R deviation	■ Extremely happy to have the 544 stopping by the South Kirkland P&R so I don't have to do some ridiculous transfer in UW that will make me catch the rail and drop me off in Seattle half a mile from my office. Also happy to alleviate the pressure on the 545 route, which has been hell to try to get on with the amount of people who ride that route. ■ The diversion of the 544 to the S. Kirkland P&R is unattractive. The 545 will be more attractive, certainly inbound, allowing walking from Stewart & Denny. The Metro 255 truncation is a horrible decision evenings and weekends. No one rides the 540, Metro is doubling down on that. ■ 544 would be an excellent route if the S Kirkland detour is removed. Those riders can take the 255 and transfer at Yarrow or Link. SLU service is a great addition

Route 566 Kennydale & Newport Hills Stops

To mitigate the effects of East Link construction, Sound Transit added these stops off-peak hours in the off-peak direction. The additional service pattern has proven complex and confusing to customers. Total daily ridership for the two stops is just 16 boardings, and the stops delay trips as buses must leave HOV lanes to access right-side exits. Route 560 would continue to serve those stops during all service hours. Most resp



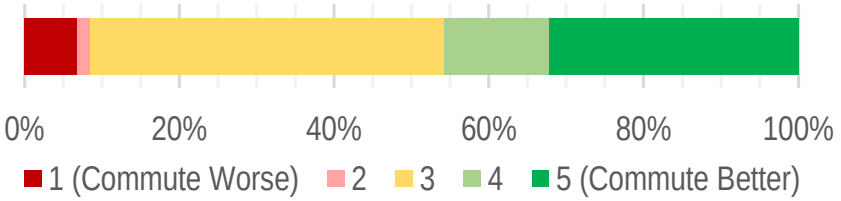
Additional Comments

After answering the survey respondents were asked if they had any additional comments. The following table presents the major themes and examples of response received within each theme from this open-ended section of the survey. In total, **25 respondents provided an additional comment** on the Route 566 stop discontinuation.

TOPIC	SAMPLE RESPONSES
In support for stop discontinuation	■ This will be great for me. I work in Bellevue and often rush to make the last "fast 566" at 8:33 in Renton. Service patterns at the stops is highly unusual, with 30 minute frequency all day and at peak, and 15 minute frequency at "shoulder peak." Also, with worsening traffic, 566 serving these stops often gets significantly delayed, and assumptions about traffic being good enough by the late morning after 8:30 and evening after 6pm being good enough is no longer true. ■ Delete these stops from route 560 as well. ■ It is confusing to sometimes have the bus go off the freeway when you don't expect it! Stay constant. ■ I use 566 regularly and barely noticed anyone using these stops. Discontinuing will reduce my commute time ■ Assuming the timetable doesn't change, it might actually make it possible to reach the Renton Transit Center to connect with the 148. MAYBE. Either way, these two stops cause a lot of confusion for the drivers who haven't done the route before. There have been many instances of drivers, during peak hour trips, making stopping at these stops. I don't think I've ever seen a time when a passenger thought they'd be getting off at those stops, so it just wastes time and causes myself and others to make their already tight connections to Metro buses in Renton.
Related to reduced service to Kennydale and Newport Hills	■ It is not appropriate to delete Kennydale stop since there is a P&R at that stop. ■ This is a silly and short-sighted move. I used to be one of the few riders relying on 566 service to Newport Hills, but ended up having to move to Seattle because of the poor and inconsistent bus service on this corridor, to which I connected at Bellevue Transit Center. The solution to this poor situation is better, more consistent service that will encourage transit riders to live in places so easily accessible by these freeway stations. Cutting off these communities (even 16 riders a day) just to save a one-minute freeway station stop is a cruel decision lacking in vision for the future of transit in the region. ■ Why is it confusing? Also maybe this makes sense for kennydale because there are no transit supportive land uses, but I think Newport should keep its stop since it has the park and ride. Maybe you need better rider education
Related to corridor reliability/crowding	■ 560 ridership is already crowded and the bus runs late with the new driver change / route removal. Please address these legitimate concerns. ■ ST needs to also review 567 routes. Many trips are over crowded.

Improving Auburn Weekend Service

Sound Transit would convert Route 577 to operate as Route 578 trips on Saturdays and Sundays. Current Route 578 trips would continue to serve Sumner and Puyallup, but the new Route 578 trips would end in Auburn. The change effectively doubles weekend service between Federal Way and Auburn and makes more efficient use of operator layover time. In addition, all trips would use the current 578 routing in downtown Seattle, and Sound Transit would eliminate the current weekend 577 routing via Pine Street.



Additional Comments

After answering the survey respondents were asked if they had any additional comments. The following table presents the major themes and examples of response received within each theme from this open-ended section of the survey. In total, **38 respondents provided an additional comment** on the Route 577 weekend service change.

TOPIC	SAMPLE RESPONSES
In support for expanded weekend service to Auburn	■ You guys should totally do this it's so unreliable to hop on 181 then catch 577 at Federal Way. Also consider adding more 577 578 services around the end of sounder services it's just always no space to sit. And if it's not going to affect too as for the time takes to get to Seattle you guys could turnacate 578 at Rainier Beach station if you can add more services. ■ This is very needed! The 578 on weekends is only hourly, and very crowded. The bulk of the passengers come from Auburn, and then Federal Way. My doctors are in Seattle, and when I have weekend appointments I either get there way too early, or late. When I get there early in the winter, it is cold and wet, and I usually joke that it defeats the purpose of going to the doctor in the first place. This will improve my access to my doctors, and not make me choose between spending more money to be able to sit in a cafe or being freezing cold waiting for the doctor's office to open. This would be amazing, and highly appreciated! ■ Hopefully this will prevent overcrowding on 578 to Sumner. Many times after a ball game we are turned away and have to wait for another bus. Gets concerning when it nears the last bus. ■ Another long-overdue revision based on demand/need.
Related to improving service to Sumner & Puyallup	■ ST needs to improve service between Auburn, Puyallup, and Tacoma. State Route 167 seems to be a logical route for an express bus. Tacoma is growing extensively, and it is incorrect for ST to continue to treat Tacoma as a bedroom community for Seattle. ■ We have needed more busses from Seattle to Sumner for a long time. This is a sorely needed alternative to the Sounder. ■ Look at feasibility of extending more than half of trips to serve Sumner and possibly Puyallup. Bike rack capacity on trips to Sumner is important for access to Foothills Trail in Pierce County.
Related to Sounder service on weekends	■ Consider weekend Sounder service in next service plan update. Also look at weekend bus service connecting the Sounder stations if weekend train service doesn't quite pencil out yet. ■ More Sounder service particularly between the first evening services and the second evening service also run the last train earlier than 6:30 adding another train around 7 also more weekend Sounder

SOUNDTRANSIT

Resolution No. R2019-27

2020 Service Implementation Plan

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience & Operations Committee	11/7/19	Recommend to Board	Don Billen, Executive Director PEPD
Board	11/21/19	Final Action	**Brian de Place, Director of Support Services** **Michael Couvrette, Service Planning Manager**

Proposed action

Adopts the 2020 Service Implementation Plan with major service changes for implementation in March and September of 2020.

Key features summary

- The Draft 2020 Service Implementation Plan (SIP) describes five proposed major service changes for implementation in March and September of 2020.
- Initial service changes were released as part of a public involvement process following a briefing to the Rider Experience & Operations Committee in September.
- The proposed major service changes reflect input from partner transit agencies, regional partners, and riders based on public outreach from May to November 2018 related to King County Metro's North Eastside Mobility Project and public outreach in September and October 2019 related to Sound Transit's ST Express changes.
- Three major changes to ST Express routes are proposed in the State Route 520 corridor beginning with the March 2020 service change. The proposed changes were developed in coordination with changes to King County Metro service as part of the North Eastside Mobility Project and require coordinated implementation:
    - Create new Route 544 operating every 15 minutes during peak periods between Overlake Park-and-Ride, South Kirkland Park-and-Ride, and South Lake Union via Stewart Street, consistent with the North Eastside Mobility Project recommendation. New Route 544 (Overlake – Kirkland – South Lake Union) will be funded by reallocating resources from Route 540 (Kirkland – U District) and from Route 541 (Overlake – U District).
    - Discontinue Route 540 (Kirkland – U District), reallocating operating resources to new Route 544 (Overlake – Kirkland – South Lake Union).
    - Discontinue a majority of trips on Route 541 (Overlake – U District), reallocating operating resources to new Route 544 (Overlake – Kirkland – South Lake Union). Temporarily retain up to ten one-way trips on Route 541 to accommodate growing ridership between Overlake and the U District.

- Two proposed major service changes to improve reliability and operating resource efficiency:
    - Discontinue Route 566 (Auburn & Kent – Overlake) stops at Kennydale and Newport Hills on off-peak and reverse-peak trips to improve reliability for a majority of riders along the I-405 corridor beginning with March 2020 service change
    - Extend Route 577 (Seattle – Federal Way) weekend service to operate between Seattle and Auburn via Federal Way as short Route 578 (Seattle – Puyallup) trips beginning with the September 2020 service change. Existing weekend Route 578 service would not change.
- No major changes are proposed for Link, Tacoma Link, or Sounder.
- The 2020 SIP also includes a preliminary list of minor service changes to improve reliability, reduce crowding, increase operating resource productivity, and begin addressing findings from the 2019 Title VI Service Monitoring Report. Minor service changes do not require Board approval as defined in the *Service Standards and Performance Measures.*

Background

Each year, Sound Transit prepares the SIP, an annual update on the development of the agency's light rail, commuter rail, and express bus services. The Draft 2020 SIP proposes major service changes to improve service quality for riders, increase operational efficiency in the system, and coordinate with King County Metro service changes on SR 520 as part of the North Eastside Mobility Project, which included extensive stakeholder and public input.

In partnership with King County Metro (KCM), Sound Transit's Service Planning Division developed an integrated restructure of bus service on the SR 520 corridor. The process included extensive public outreach and engagement with the cities of Redmond and Kirkland. Leveraging changes to KCM service approved by the King County Council in July 2019, a new budget-neutral ST Express service between Redmond, Kirkland and South Lake Union could be implemented by repurposing existing resources, with the most significant change being the truncation of Route 255 at the University of Washington Link Station. Sound Transit proposed to discontinue Route 540, as Route 255 would operate in the same markets. This change allowed Sound Transit to explore new transit markets, such as the Route 544 proposal, which would serve South Lake Union from Redmond and Kirkland.

Recent ridership trends show significant ridership growth on ST Express routes on SR 520, including Routes 541 and 542. Additionally, rider input during public involvement reflected capacity concerns if Route 541 was eliminated. In response to rider input and ridership trends, up to ten one-way trips will be retained on Route 541 in order to minimize overcrowding on Route 542. As part of continuous service monitoring, adjustments to service following any service changes will be considered to ensure levels of service are balanced with observed demand. Trips retained on Route 541 will be evaluated prior to each service change and changes will be considered based on observed performance, available fleet and budget. Per the *Service Standards and Performance Measures,* Route 544 will be evaluated for 24 months to allow for full market development and ridership potential. After the new route trial period adjustment may be recommended based on performance.

Increased traffic congestion continues to result in increased trip time on many ST Express routes, reducing the reliability of service and, at times, leading to crowding. Where possible, service adjustments to improve reliability and reduce crowding while using resources more efficiently will be considered. Operating resources and the ST Express fleet are expected to remain unchanged from 2019, meaning all proposed changes to service will be budget neutral.

Fiscal information

The 2020 SIP is funded by the transit mode budgets for each operating service – Sounder, ST Express, Link and Tacoma Link. Those budgets are included in the Proposed 2020 Budget scheduled for Board consideration in December 2019. Budget authority will be granted with the adoption of the 2020 Budget, subject to any changes made by the Board.

Budget numbers in the following table are shown in $ thousands:

Modal Budget	2020 Proposed Budget ($000)
ST Express	$150,849
Sounder	65,666
Link Orange	5,844
Link Red	147,679
Total	**$370,037**

Disadvantaged and small business participation

Not applicable to this action.

Title VI compliance

A Title VI analysis was conducted for the major service changes proposed in the 2020 SIP. Two of the five proposed major service changes affect service areas with a higher than average minority or low-income population. This section briefly describes impacts and mitigation for each proposed change:

Route 540 replaced by Route 544 in coordination with North Eastside Mobility Plan:

- Customers currently using Route 540 will now be able to ride a more frequent Route 255 between Kirkland and University of Washington with more service all weekday and on weekends.

Route 566 stop discontinuations at I-405 Freeway Stations:

- Customers currently boarding at Kennydale or Newport Hills would need to board Route 560 which will continue to operate every 30 minutes on weekdays.
- This change would affect approximately 16 out of 1,341 daily boardings (1%).
- Sound Transit will work to improve the reliability of Route 566 in conjunction with Route 560 to address overcrowding as a result of bunched arrivals northbound to ensure adequate space is available for these customers.

Public involvement

The public comment period for the proposed major 2020 service changes occurred between September 8 and October 8, with social media posts and information available on the Sound Transit website. A public hearing was held on October 3 with two public comments received.

In person street teams and pop up sessions along the SR 520 corridor, at the University of Washington Station, and in South Lake Union resulted in about 650 engagements. Rider input on the proposed Route 541 elimination reflected capacity concerns on remaining Route 542 trips. In response to rider input and ridership trends, up to ten one-way trips will be retained on Route 541 in order to minimize overcrowding on Route 542. Feedback was generally positive for the Routes 566 and 577 weekend proposals.

Time constraints

A one-month delay would create a significant impact to Sound Transit operating partners' ability to deliver this service, particularly where resources are needed to develop new schedules on Routes 544. Operating agencies require time to create and fill operator shifts and plan for maintenance.

Prior Board/Committee actions

Resolution R2018-46: Adopting the 2019 Service Implementation Plan, and authorizing the chief executive officer to implement recommended service changes in 2019.

Environmental review – KH 10/30/19

Legal review – AP 10/31/19

SOUNDTRANSIT

Resolution No. R2019-27

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting the 2020 Service Implementation Plan, and authorizing the chief executive officer to implement recommended service changes in 2020.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under chapters 81.104 and 81.112 of the Revised Code of Washington (RCW) for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Sound Transit district on November 5, 1996, November 4, 2008, and November 8, 2016, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, express bus, commuter rail and light rail service will be implemented in phases, providing a program for route implementation and service increases over time which meet the commitments in Sound Move, Sound Transit 2, and Sound Transit 3; and

WHEREAS, the proposed service changes included in the 2020 Service Implementation Plan are consistent with the proposed 2020 Agency Budget and Long-Range Financial Plan.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority that the 2020 Service Implementation Plan is adopted, and the chief executive officer is authorized to implement the 2020 service changes included in the plan as described below:

ST Express bus

NEW ST Express Route 544 would operate every 15 minutes during peak periods between Overlake Park-and-Ride, South Kirkland Park-and-Ride, and South Lake Union via Stewart Street, consistent with the North Eastside Mobility Project recommendation.

Route 540 (Kirkland – U District) would be discontinued, reallocating operating resources to new Route 544 (Overlake – Kirkland – South Lake Union). Alternate service is available on revised King County Metro Route 255.

Route 541 (Overlake – U District) would discontinue a majority of trips, reallocating operating resources to new Route 544 (Overlake – Kirkland – South Lake Union). Temporarily retain up to ten one-way trips on Route 541 to accommodate growing ridership between Overlake and the U District.

Route 566 (Auburn & Kent – Overlake) stops at Kennydale and Newport Hills would be discontinued for all trips to improve reliability for a majority of riders along the I-405 corridor beginning with the March 2020 service change.

Extend Route 577 (Seattle – Federal Way) weekend service to operate between Seattle and Auburn via Federal Way as short Route 578 (Seattle – Puyallup) trips beginning with

the September 2020 service change. Existing weekend Route 578 service would not change.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on November 21, 2019.

John Marchione
Board Chair

Attest:

Kathryn Flores
Board Administrator

Appendix O

Sound Transit 2021 Service Plan

Adopted by the Board of Directors November 19, 2020

SOUNDTRANSIT

2020 COVID-19 Repsonse

Responding to an unprecedented situation

Transit agencies in our region and across the world have faced many new challenges during the COVID-19 pandemic, including decreased ridership and declining revenue. At the same time, agencies have needed to ensure reliable and safe transit options to help people access essential jobs and services.

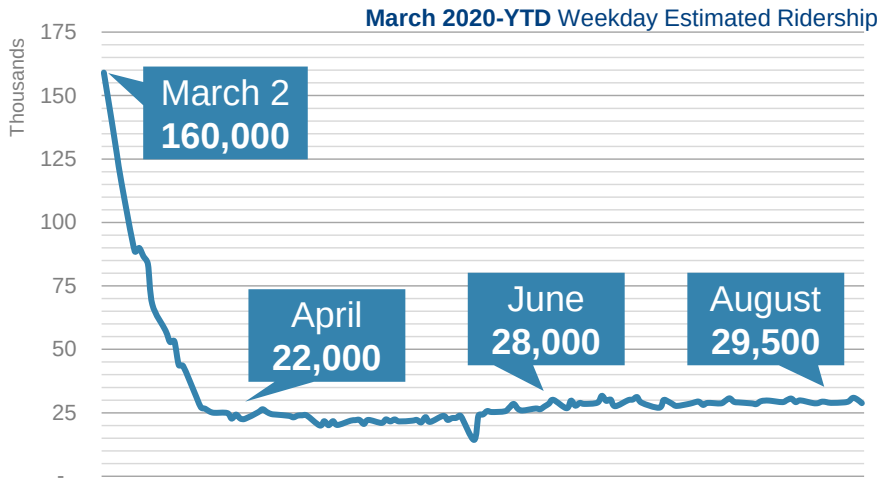
In the Puget Sound region, ridership began to fall even before Washington's stay-at-home order, as employers recommended or required employees to work from home. At its lowest, in late April and early May, Sound Transit bus and rail network ridership had declined by 85%. The agency made emergency service reductions reflecting this large drop in ridership and formed a "basic network" that emphasized preserving coverage and span of service while being cognizant of the financial resources to operate service.

In summer 2020, some restrictions to the stay-at-home order lifted, and passengers began to return to Sound Transit services. A significant part of this ridership gain came from routes serving South King County and Pierce County. Sound Transit partially restored service on some routes and increased trips on routes that were seeing ridership gains. The September 2020 service change will have additional service increases on some routes, including Link light rail, Sounder South and ST Express routes experiencing higher demand.

Drastic ridership declines

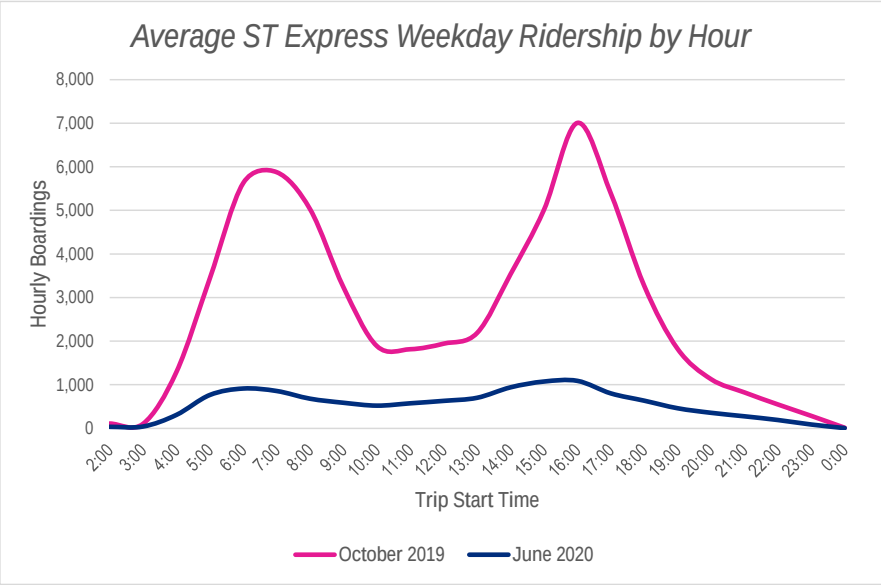
Ridership began falling in early March as employers imposed work-at-home orders and Governor Jay Inslee subsequently issued a statewide stay-at-home order. Ridership hit its lowest numbers in late April spanning into early May. By the first week of May, Sound Transit was carrying approximately 21,000 daily weekday passengers, a reduction of more than 85% compared to pre-pandemic numbers. As Puget Sound counties entered into Phase 2 of Washington State's Safe Start reopening plan, we began to see modest increases in ridership.

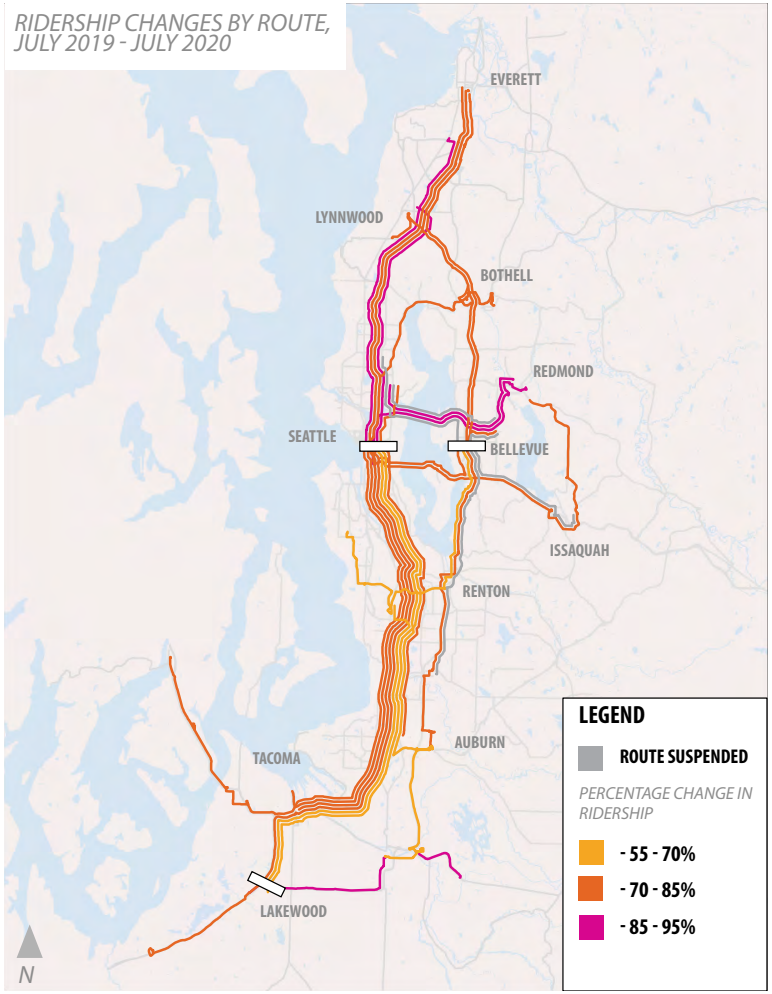
Ongoing tracking of daily ridership from the beginning of the COVID-19 pandemic allowed service planning to identify the following trends.



Largest ridership declines in peak periods

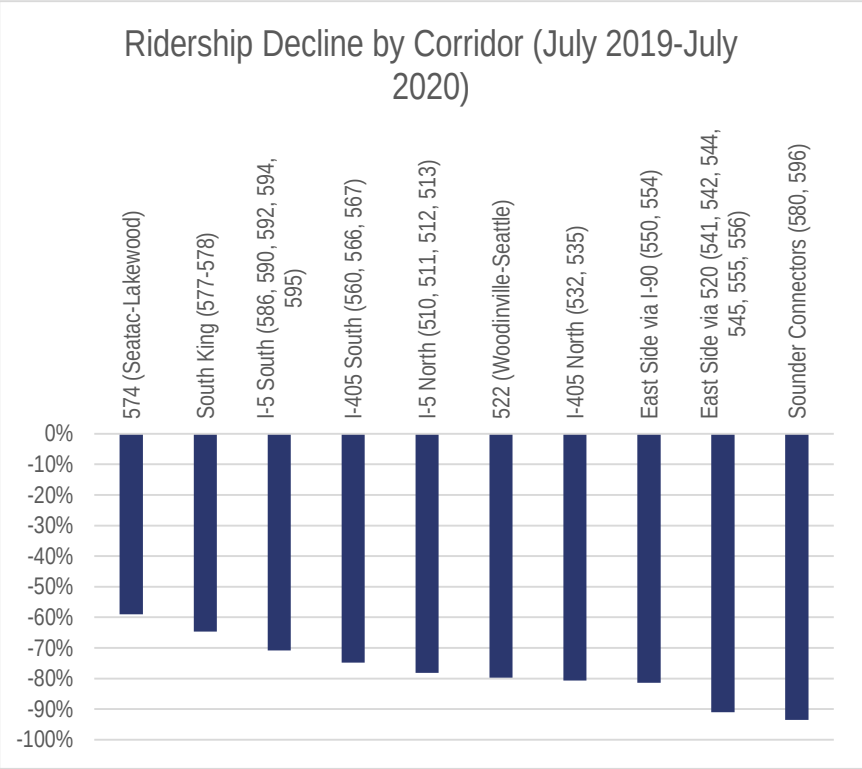
Ridership declined the most from the peak periods, suggesting that a significant contribution of the decline was from people now working from home as opposed to commuting. The degree to which midday and evening ridership declined was significantly less, suggesting that people using the network throughout the pandemic have been accessing essential jobs that cannot be done from home and people accessing everyday necessities such as grocery shopping and medical appointments.





Fewest ridership declines in Pierce County and South King County

Ridership declined to varying extents across the network. All-day routes serving Pierce County and South King County experienced the least decline compared to other corridors in the system. East King County routes that cross SR 520 and primarily serve “tech” centers experienced some of the larger declines in ridership.

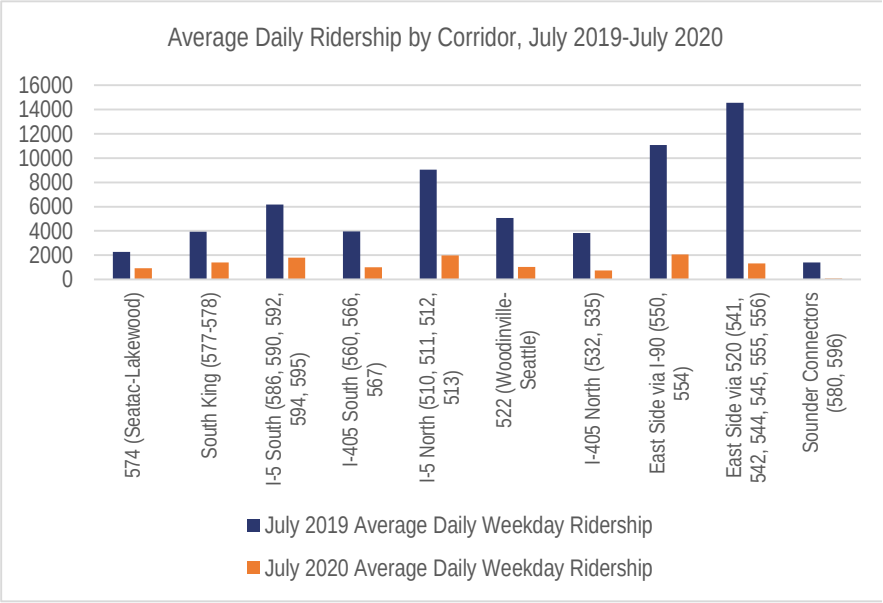


Park-and-ride routes had the greatest ridership declines

Routes focusing primarily around park-and-rides had significant declines in ridership. Sounder Connector routes (580 Lakewood-Puyallup and 596 Bonney Lake-Sumner) both had the largest decline of any route group. These routes serve park-and-ride facilities at satellite locations, which normally served as overflow lots when those at Sounder stations were at capacity. Since ridership is significantly reduced across the network, there is less need for people to use these satellite parking lots. Similarly, Route 513 (Seaway TC-Seattle), whose ridership in 2019 was primarily from Snohomish County park-and-ride lots, saw significant decline in ridership.

East King County-Seattle routes remained important regional connections

East King County routes had some of the largest declines compared to other routes. However, despite the drop in ridership, the I-90 corridor still serves about 2,000 daily weekday riders and the SR 520 corridor serves 1,300 daily weekday riders. This highlights that even though ridership has dropped by a larger degree in these areas, these routes continue to be important regional connections for riders.



Emergency service reductions to “basic network”

Criteria and decision making

Equity

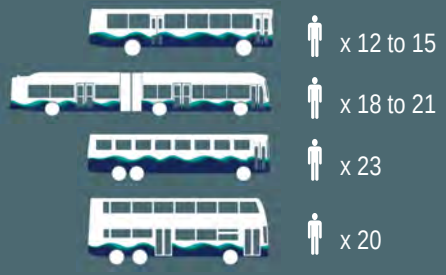
Sound Transit placed special emphasis on maintaining higher levels of service on routes where people depend more on transit, including seniors, people with disabilities, populations protected by Title VI (on the basis of race, color, national origin), low-income populations and those with limited English proficiency, as well as essential workers who could not telecommute.

Social distancing

In order to facilitate social distancing on ST Express buses, operating transit agencies imposed capacity restrictions. Capacity limits ranged between 12 and 37 passengers depending on the fleet size, as shown on the right. These social distancing measures placed a large constraint on providing a basic emergency network.

Social Distancing Capacities

for ST Express



As ridership returned, maintaining social distancing while reducing pass-ups was a primary factor in determining where to add service in summer and September 2020.

Preserve span of service and coverage to the extent possible

Maintaining geographic coverage and hours of service to the fullest extent possible was a crucial factor in determining which routes and periods had trip reductions. As ridership declined most from the peak periods, most service reductions also came from those periods.

Emergency service reductions

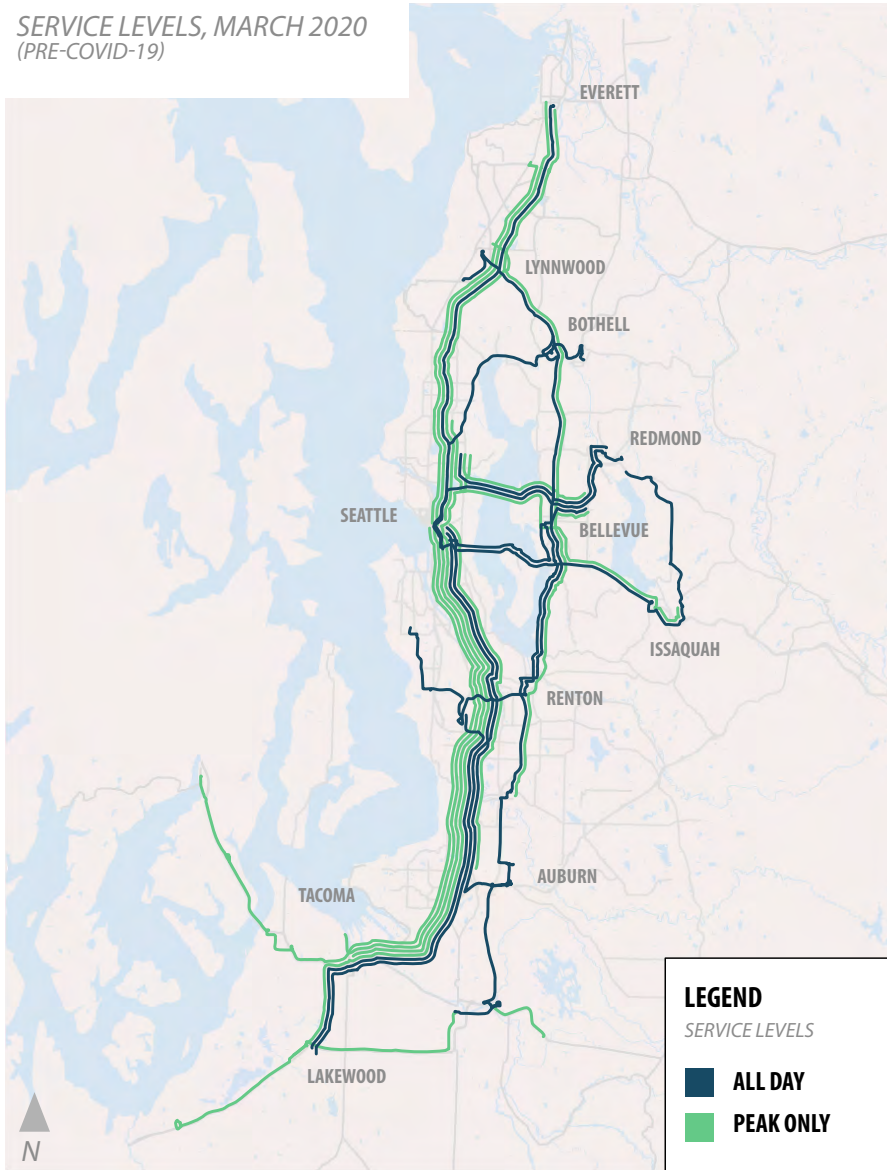
ST Express

With the large decline in ridership and being cognizant of the resources available, Sound Transit reduced the number of trips operating on the ST Express network, with most trip reductions coming from the peak periods. Some peak-hour routes were suspended where service was duplicated by other routes, such as Route 544 (Overlake-SLU), which acts as a rush hour overlay service on top of all-day Route 545 (Redmond-Seattle). With the exception of some areas served by Route 592 (DuPont-Seattle), 595 (Gig Harbor-Seattle), and 596 (Bonney Lake-Sumner Sounder connector), we preserved coverage with one or more routes in this initial set of reductions implemented in April.

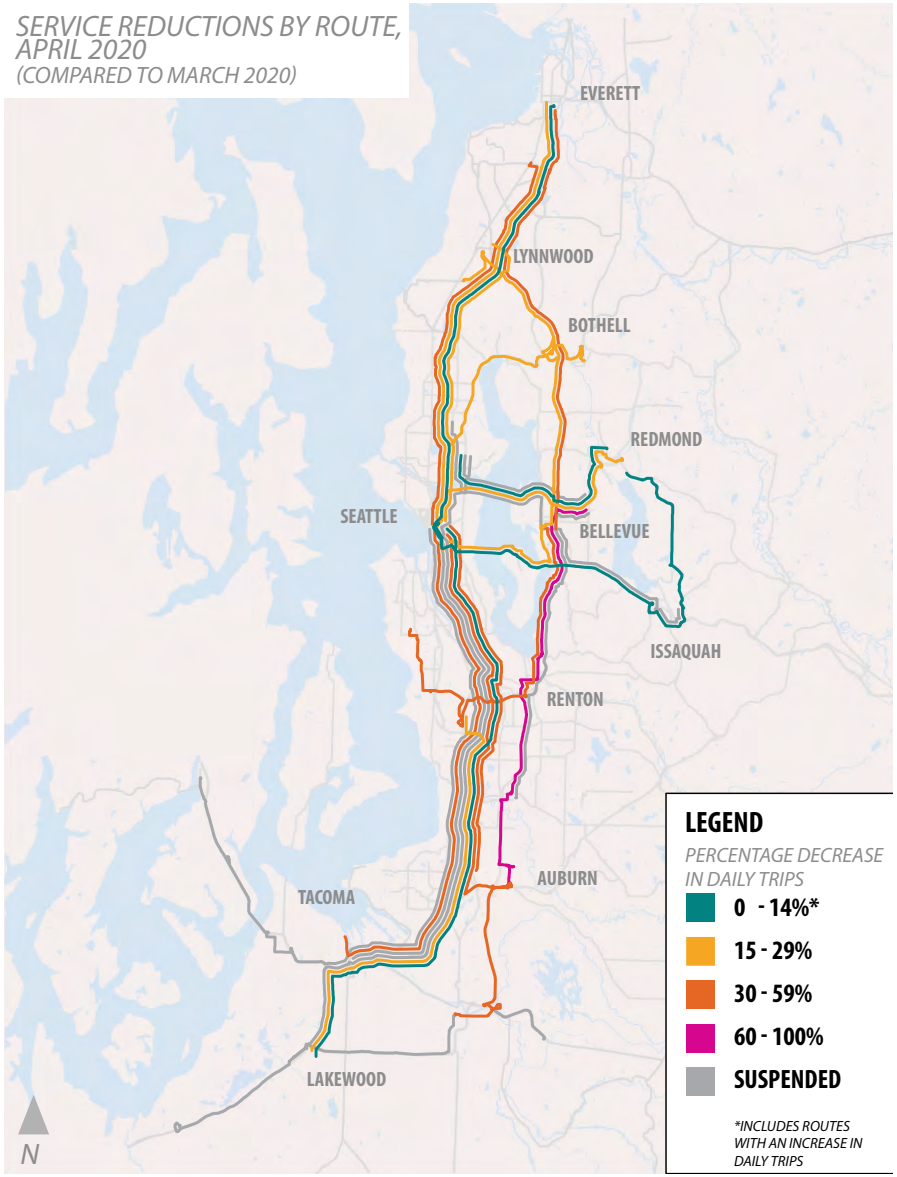
Link, Tacoma Link and Sounder

After Connect 2020, Link service continued to operate every 14 minutes. We subsequently reduced Link light rail service to every 20 minutes in early April and, in mid-April, again reduced service to operate every 30 minutes. As ridership started to show some modest increases in May, we improved Link service to every 20 minutes in June. Tacoma Link has continued to operate at its regular 12-24 minute schedule. We reduced Sounder North service to four daily trips and Sounder South to 14 daily trips.

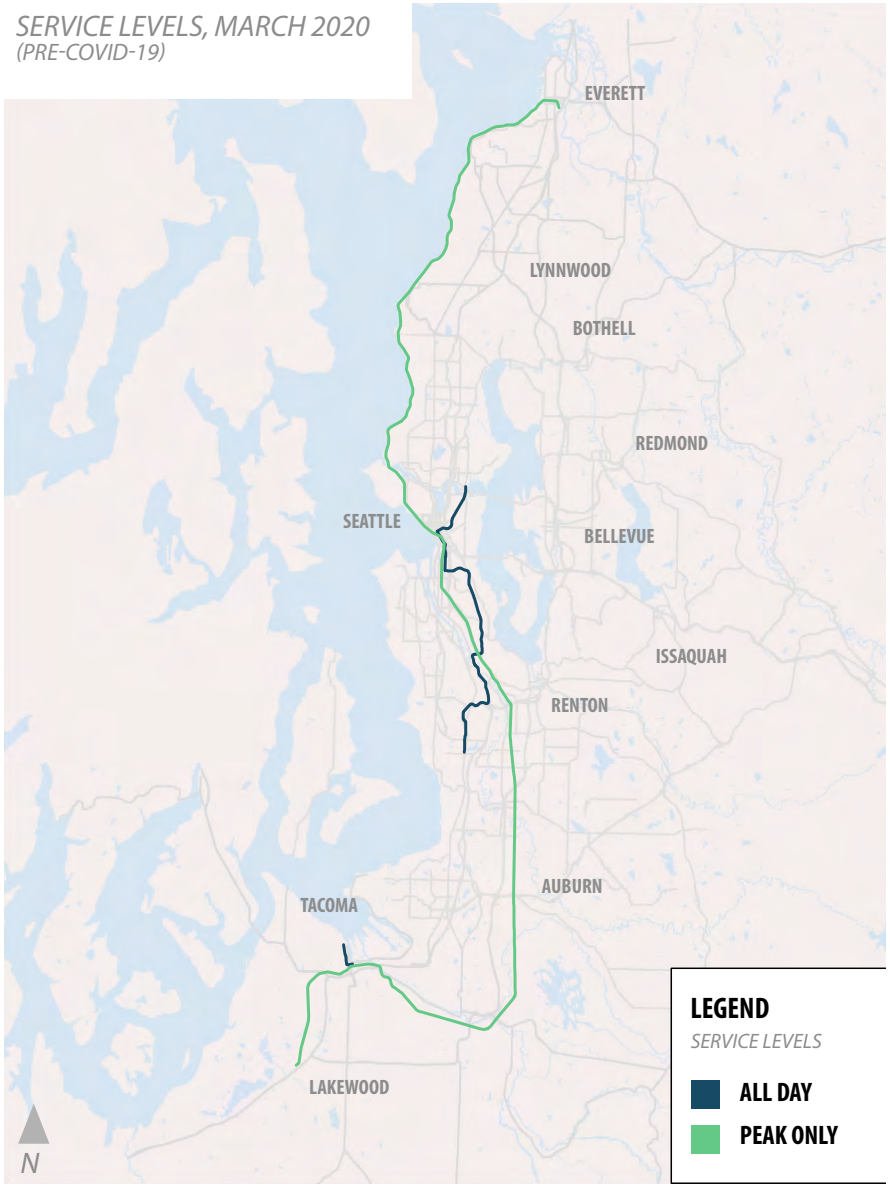
SERVICE LEVELS, MARCH 2020
(PRE-COVID-19)



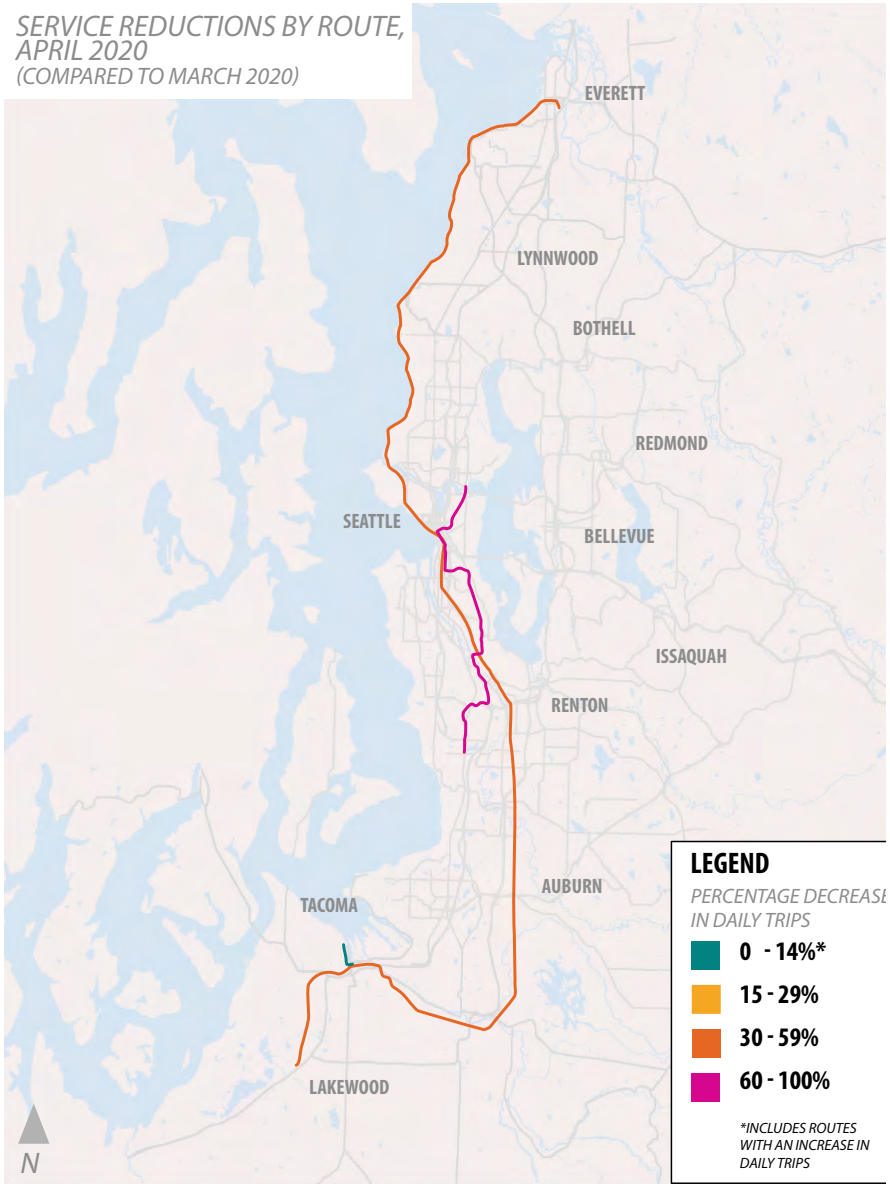
SERVICE REDUCTIONS BY ROUTE, APRIL 2020
(COMPARED TO MARCH 2020)



SERVICE LEVELS, MARCH 2020
(PRE-COVID-19)



SERVICE REDUCTIONS BY ROUTE, APRIL 2020
(COMPARED TO MARCH 2020)

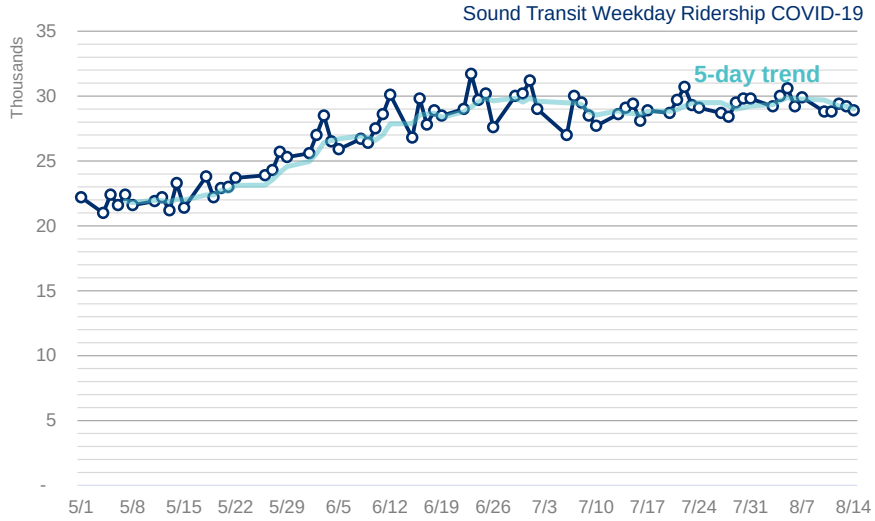


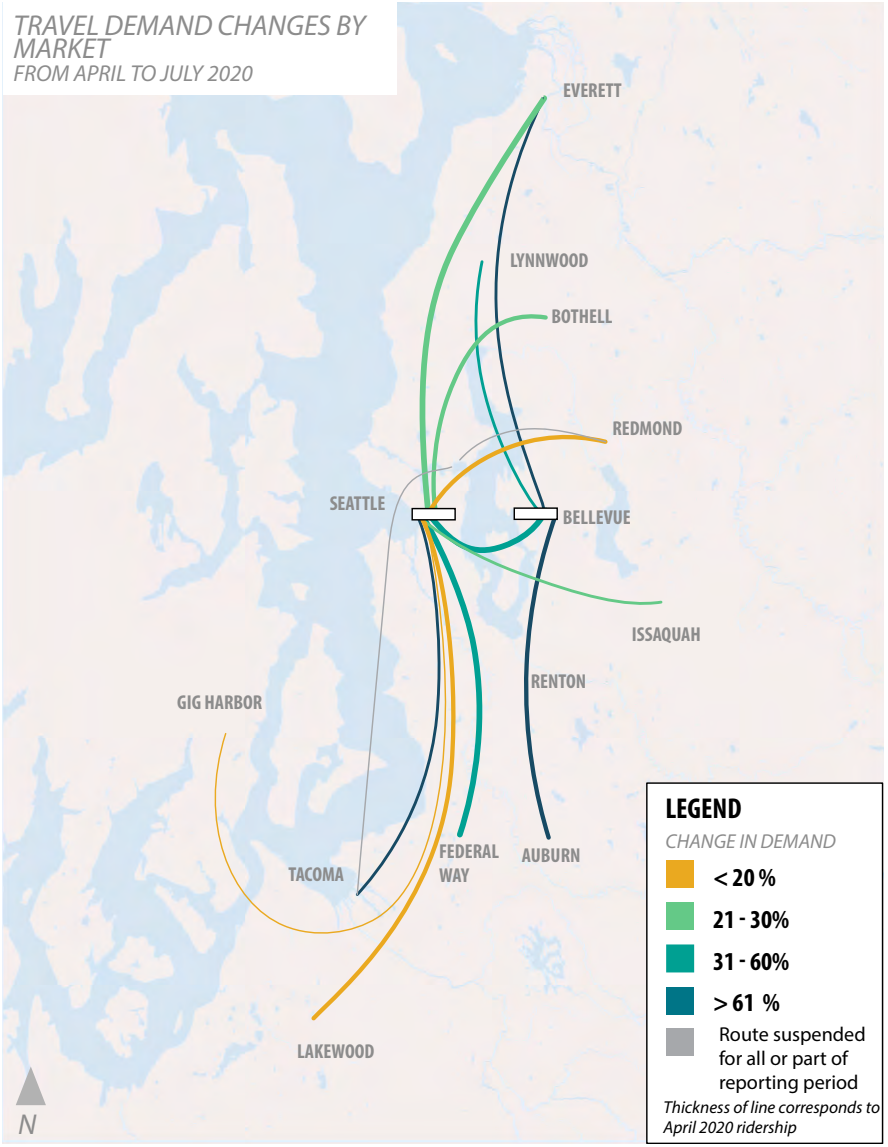
Return to service

Phased reopening leads to modest return of demand

Travel demand has modestly increased as some industries return to work. Approximately 7,000 more weekday boardings occurred daily in mid-July compared to the lowest point of 21,000 riders in late April and early May.

Construction activity resumed on April 29, and as part of the statewide Safe Start plan, Phase 1 allowed for additional services such as retail curbside pick-up to restart in early May. In June, limited reopening of some industries included in-person dining, retail, personal services and professional services at reduced indoor capacities. This resumption coincided with some modest ridership increases on the network, particularly on ST Express routes serving Pierce and South King counties and on some Snohomish County routes.





Service additions to meet new travel patterns

As ridership started to modestly rebound, some routes exceeded social distancing capacity limits that capped the number of passengers per vehicle. We adjusted service in summer 2020 and again with the September 2020 service change to address routes that approached or exceeded capacity limits. The service planning team utilized the following criteria to identify routes most in need of trip restorations.

Decision-making criteria for service adjustments

Demand

Ridership Trends

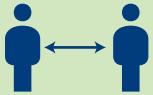
Monitor daily ridership by route and trip.

Anticipated demand

Use information from employers about return-to-work plans.

Essential workers

Increase access for workers where teleworking is not an option.



Safety

Social Distancing

Make every effort to follow health department guidance on social distancing and policies established by operating partners.

Capacity

Financial Responsibility

Identify opportunities to maximize efficiency and productivity.

Fleet availability

Identify vehicle types available, janitorial staffing levels and assignments by day by route.

Equity

Title VI

Prioritize perserving services for low income, minority and limited-English proficiency populations.

Transit reliant

Prioritize services for populations with disabilities and without access to vehicles.

Service restorations in summer 2020

Sound Transit added trips in late May to accommodate the modest growth in ridership. In addition, we restored several routes that had been suspended at the beginning of the stay-at-home order. With the restoration of routes 592 (DuPont-Seattle), 595 (Gig Harbor-Seattle) and 596 (Bonney Lake-Sumner), ST Express was covering all areas that were previously served pre-pandemic, although with some routes still suspended, some trips required a transfer.

With capacity restrictions in place to ensure social distancing, we restored

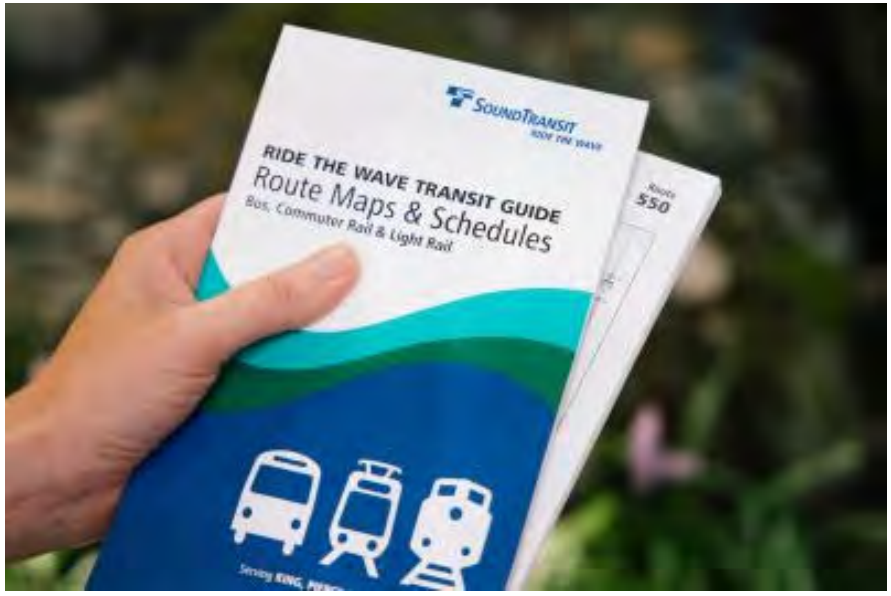
some trips to accommodate the growth in ridership. In May we restored several trips on routes 578 (Puyallup-Seattle), 574 (Lakewood-SeaTac) and 590 (Tacoma-Seattle) to minimize the number of pass-ups, however, given the social distancing capacity restrictions, pass-ups continued to be a challenge through the summer.

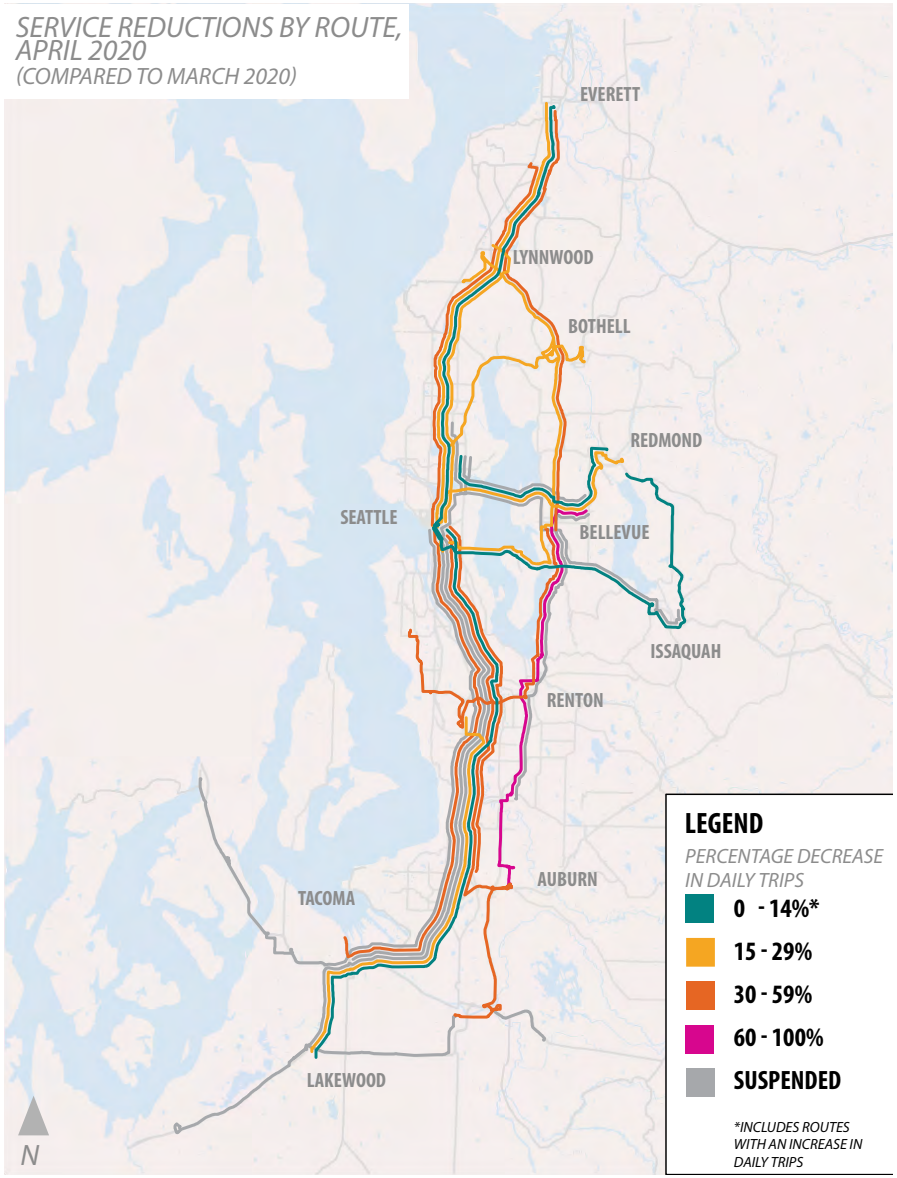
As our partner agencies changed their networks due to similar operating constraints, some ST Express routes began to serve stops that are normally bypassed along shared corridors. On routes 522 (Woodinville-Seattle) and 550 (Bellevue-Seattle), ST Express buses began to serve local stops where suspended King County Metro services would previously stop. Similarly, local routes that ran parallel service with suspended ST Express services, such as King County Metro Route 271 (Issaquah-U District) for ST Express 555/556 (Issaquah-Northgate), maintained connections for passengers.

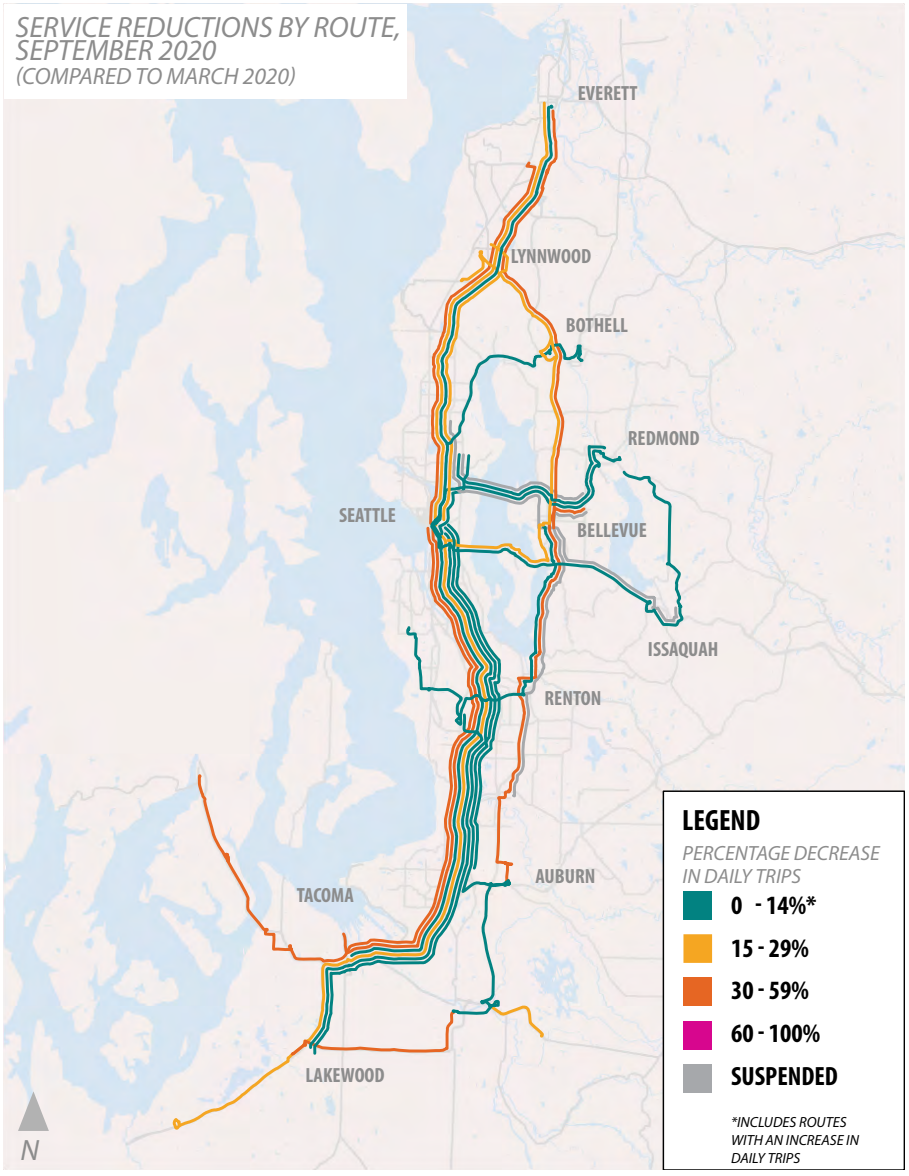
September 2020 service change

The September 2020 service change includes some minor adjustments to the reduced schedule implemented earlier in the summer, restoring trips on routes where a high number of trips reached social distancing capacity limits. In particular, we added trips to routes 578 (Puyallup-Seattle) and 590 (Tacoma-Seattle) to accommodate returning ridership and to reduce the number of trips approaching capacity.

Link light rail service will operate at an 8-minute frequency during the peak periods, and 15 minutes during the off-peak, a significant increase in service compared to the 20 minute service that operated throughout the summer. Finally, a change in the Sounder service schedule changed which trains were operating. Although the span of service was changed, four more one-way trips were able to be added while minimizing the impacts of increased operating expenses, concentrating service primarily in the peak direction and during the peak periods.




SERVICE REDUCTIONS BY ROUTE, APRIL 2020
(COMPARED TO MARCH 2020)
EVERETT
LYNNWOOD
BOTHELL
REDMOND
SEATTLE
BELLEVUE
ISSAQUAH
RENTON
AUBURN
TACOMA
LAKEWOOD
N
LEGEND
PERCENTAGE DECREASE IN DAILY TRIPS
0 - 14%*
15 - 29%
30 - 59%
60 - 100%
SUSPENDED
*INCLUDES ROUTES WITH AN INCREASE IN DAILY TRIPS


SERVICE REDUCTIONS BY ROUTE, SEPTEMBER 2020
(COMPARED TO MARCH 2020)
EVERETT
LYNNWOOD
BOTHELL
REDMOND
SEATTLE
BELLEVUE
ISSAQUAH
RENTON
AUBURN
TACOMA
LAKEWOOD
N
LEGEND
PERCENTAGE DECREASE IN DAILY TRIPS
0 - 14%*
15 - 29%
30 - 59%
60 - 100%
SUSPENDED
*INCLUDES ROUTES WITH AN INCREASE IN DAILY TRIPS

Ongoing monitoring

Predicting ridership changes, economic recovery and available resources into 2021 and 2022 will be an ongoing challenge given the changing nature of the COVID-19 pandemic. Sound Transit will continue to be flexible on adjusting services as condition changes. Due to the social distancing capacity limits on buses, even a small increase in ridership without additional trips may cause issues with buses becoming full and not being able to pick up more passengers.

Continued monitoring of ridership since the beginning of the COVID-19 pandemic has allowed the service planning team to address the issues of overcrowded trips between service changes. For example, overcrowding on the first morning trips of Route 574 (Lakewood-SeaTac), frequently used by airport employees, led to a decision to add “shadow buses,” which operate between regularly scheduled trips. In addition, tracking the number of at-capacity trips leaving Tacoma Dome Station on Route 590 in the early morning informed the decision to add five shadow trips before the September service change, with a total of eight additional trips being formalized as part of the September service change.

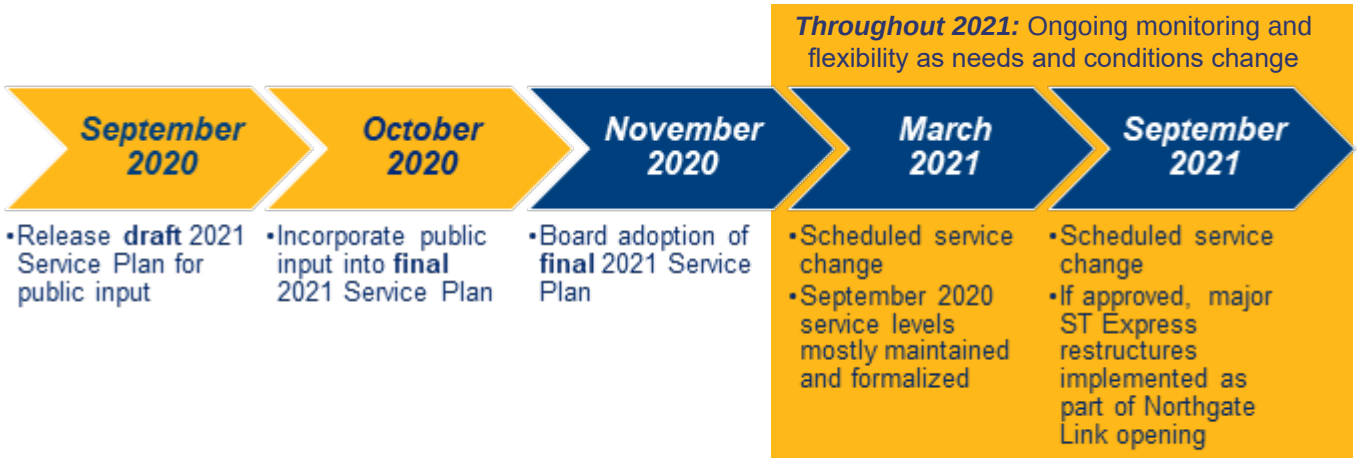
Sound Transit will continue to adjust service as the conditions change, using the same framework and decision-making criteria established when implementing trip increases in summer and the September service change.

Adopted 2021 Service Plan

2021 Service planning and outreach process

Timeline

The 2021 Service Plan was adopted by the Board of Directors in November 2020. Prior to Board adoption, Sound Transit solicited public input on this plan in September 2020 and staff revised proposals based on feedback, which are reflected in this document. Service changes occur alongside our partner agencies in March and September 2021. However, staff continue to monitor our systemwide performance and may make minor service changes which are not reflected here as needs and conditions change.


Throughout 2021: Ongoing monitoring and flexibility as needs and conditions change
September 2020
•Release **draft** 2021 Service Plan for public input
October 2020
•Incorporate public input into **final** 2021 Service Plan
November 2020
•Board adoption of **final** 2021 Service Plan
March 2021
•Scheduled service change
•September 2020 service levels mostly maintained and formalized
September 2021
•Scheduled service change
•If approved, major ST Express restructures implemented as part of Northgate Link opening

Planning context and priorities

Background

Typically, Sound Transit seeks approval from the Board for major service changes as part of the annual Service Plan process. However, in spring 2020, when the COVID-19 pandemic led to precipitous ridership declines and staffing shortages, Sound Transit made emergency service reductions outside of its normal process, suspending some routes and reducing service on many others. The Federal Transit Administration allows for emergency changes to service for situations like this, but after one year, a formal Board action and public involvement process is required in order to continue those service levels. As we anticipate the impacts of the pandemic to continue into 2021, we adopted a 2021 Service Plan that sustains current service levels past the original one-year grace period. This 2021 Service Plan seeks to formalize the changes through the typical Board approval process beginning with the next scheduled service change in March 2021.

Sustaining essential 2020 service and responding to ridership recovery

Following steep ridership declines and emergency service reductions caused by the COVID-19 pandemic, some riders are beginning to return to transit, and we're adding service back in response. We've prioritized our all-day, all-week travel markets and have added service where it's needed to support equitable access, social distancing and essential trips. In September 2020, we implemented a service change that restored some of the service that had been reduced in the spring.

It's our goal to continue to stably operate these service levels through March 2021, when we and other transit operators around the region make our next formal service changes.

Having stabilized our service levels and schedules for the time being, we're now turning our attention to what levels of service to run beyond March as we build our budget for 2021.

With our operating partners, we're looking carefully at where our services are most needed and where we can anticipate increases in demand while prioritizing riders who depend on our transit service. We expect most changes to be neutral or an improvement compared to the emergency service levels implemented in March and April 2020.

2021 plans will evolve and respond to changing conditions

Although ridership drops in March 2020 were steep and sudden, we anticipate a slow and incremental recovery. As many employers continue to offer employees flexible and remote work options and riders continue to limit nonessential travel, we expect ridership patterns throughout 2021 to remain fundamentally different than before the pandemic. We've already seen demand shift away from corridors that historically had the highest ridership and toward corridors with more low-income populations and essential workers. Thus our service must be designed to respond to new patterns and new demands, in addition to reduced fare revenue from lower ridership overall.

The pandemic and ensuing economic slowdown have been unprecedented, and predicting ridership changes, economic recovery and resource availability into 2021 and 2022 will be difficult. We will need to be flexible in order to respond to unpredictable conditions, such as passenger demand, heightened health and safety regulations, or financial impacts. We still do not know how social distancing needs may change or when major employers and schools will resume meeting in-person.

The Sound Transit Board will approve baseline service levels beginning in March 2021. After that, Sound Transit services are subject to the possibility of further increases or decreases based on changing circumstances. Changes may include additional service in response to increased demand or fare revenue, emergency reductions if the pandemic resurges, or more significant cost-saving measures. Many changes will be temporary, but major changes will still require Board approval and be implemented as part

of the regular March and September biannual service changes.

We'll consider restoring currently suspended routes if consistent ridership increases justify adding more service to increase passenger capacity and facilitate social distancing. As ridership increases and if additional funding becomes available, then we will first consider for restoration those service suspensions that have resulted in a disparate impact or disproportionate burden.

Sound Transit remains committed to working closely with our partners to continue serving the public. We will continue efforts to prioritize serving riders who depend on Sound Transit's services, including seniors, people with disabilities, populations protected by Title VI (on the basis of race, color, national origin), low-income populations and those with limited proficiency in English. To the greatest extent possible, we will continue to prioritize span of service, running trains and buses at our earliest and latest normal weekday hours.

Balancing service growth with need for cost containment

Prior to the pandemic, we knew that a key constraint in our 2021 service plan would be achieving significant cost savings to offset costs from the new Northgate Link Extension and Link Operations and Maintenance Facility East, which will help accommodate longer trains and more service with the opening of the new extension. We've long planned to restructure some of our services when Northgate Link opens in September 2021, in order to better connect with Link and leverage the new service to save costs for bus operations.

In addition to this constraint, we now also face reduced fare and tax revenue as a result of the pandemic. Consequently, we must work to contain our costs in 2021 and beyond while striving to restore service where demand is highest.

2021 service design

Between the pandemic recovery and the opening of Northgate Link Extension, Sound Transit services will experience different types of changes in 2021. Following are some overarching themes that drove service design.

All service changes listed below were refined and updated based on public input during the September outreach phase. See the end of this section for a full list of service changes to be adopted in 2021.

Focus on dependable and sustainable service

Passengers have expressed a need for dependable, safe and clean service that avoids unexpected disruptions. To maintain a system customers can count on, at a minimum we'll provide service every 30 minutes or better on routes that operate all day and all week. We've administered surveys to understand how our riders receive information so we can keep everyone informed of changes when they do occur.

Prioritize equity

Carefully considering the impacts of a service change is an important part of service plan development. When proposing changes, we prioritize a network that's dependable all day and all week, with special focus on routes serving low-income and minority populations, as we know that many passengers who rely most on transit ride outside of peak commuting hours. The pandemic has highlighted the importance of essential workers, many of whom rely on transit.

The Federal Transit Administration (FTA)-required Title VI analysis documents how changes implemented since February 2020 impact minority and low-income populations. Where we've identified disparate impacts and disproportionate burdens, we've considered alternatives for each change and explain why we think the change is justified and is the least discriminatory alternative. We always collect public input on major service changes as well. After reviewing public input, we'll potentially adjust our proposal where we have flexibility and will then finalize the analysis prior to Board adoption.

Our goal is to protect equity in each step of the delivery of bus service through:

- Minimizing loss in geographic coverage and service span.
- Maintaining the existing network to the extent possible, particularly routes that serve essential workers for whom teleworking is not an option.
- Focusing reductions on peak trips, so that off-peak headways are preserved.
- Maintaining all-day, two-way routes.
- Reducing commuter-oriented peak service where there is a local alternative in order to reallocate resources to where they're most needed.

The next section provides a Title VI service equity evaluation of all major service changes in 2021.

Right-size to demand and restore service where possible

With low commute ridership, we'll continue the suspension of many rush-hour services, including some rush-hour trips and several peak-only routes. With a focus on maintaining all-day, all-week regional service in all travel markets, our service design responds to changing regional travel patterns. At the same time, we're preparing to add service where it's most needed when ridership increases and as resources become available.

Northgate Link opening drives service restructure

In September 2021, the 4.3-mile Northgate Link Extension will bring three new stations (Northgate, Roosevelt and the U District) to North Seattle and offer new connections to passengers around the region. When

the extension opens, Link will improve headways to operate every 8 minutes during peak periods, every 10 minutes during the midday and on weekends, and every 15 minutes during the evenings.

Sound Transit has been planning for the Northgate Link opening alongside our partners Community Transit and King County Metro for several years. When Northgate Link opens, we'll re-route some ST Express routes to feed the expanded Link system at Northgate, Roosevelt and U District Stations.

The opening presents an opportunity to reduce bus operating costs by terminating trips from Snohomish County at Northgate, while allowing customers to avoid traffic by transferring to Link.

Consider public input

Passenger and community feedback is a part of every annual Service Plan process. This year the public involvement process helped Sound Transit understand how recent changes have affected riders and whether these changes met their needs in light of the COVID-19 pandemic. We'll continue to consider public input alongside ridership and demographic data to ensure that the service changes serve passengers to the greatest extent possible.

What changes mean for passengers

Frequency and span preserved on key regional routes

Some peak-hour express routes, including routes 541, 544 and 567, remain suspended. Suspending these routes, which had experienced steep ridership drops after March 2020, allows Sound Transit to reinvest those resources into other routes on those corridors. In doing so, we can preserve the span and frequency on routes that riders depend on the most while providing travel alternatives to affected riders.

Longer walks and travel times for some journeys

Passengers who ride routes that are currently suspended have other travel options, but they will likely result in longer travel times and walking distances to and from stops. In some cases, alternate travel options will involve transferring between two buses or trains and may include riding local transit services provided by partner agencies.

Longer waits on routes with reduced frequency

Though we've improved service on many routes since the first emergency service reductions, riders returning to transit for the first time since the pandemic began will find that service levels are lower than they were pre-COVID-19. Riders may find that they have longer waits on most routes and will need to adjust to new schedules.

Route restructures leverage new options

Passengers on some routes will find that their journeys have fundamentally changed due when Northgate Link opens. In order to leverage this new service and avoid duplicative service, some routes that previously traveled on the I-5 corridor north of Seattle will terminate at a new light rail station to connect to Link. Passengers will need to transfer to continue their journeys.

Summary of changes

The pandemic's impact drives one of the most significant changes to Sound Transit's network of rail and express bus services. The next three pages list upcoming service levels and changes to routing for both the March 2021 and September 2021 service changes. Major service changes, such as moving a stop more than half a mile, closing a stop without alternative service within half a mile, or changing a route's service hours by more than 25%, all require a Title VI Service Equity Analysis and Sound Transit Board approval.

Public input

In September, Sound Transit conducted online outreach regarding the proposed 2021 Service Plan changes. Online engagement included a survey that ran from September 4 – 25, 2020. The survey received a total of 1,902 survey responses (which included 630 partially completed surveys). The survey was offered in six (6) other languages, including Traditional Chinese, Simplified Chinese, Korean, Russian, Tagalog and Spanish, with a total of 40 responses to the in-language surveys. The survey included questions about current and anticipated future transit use as well as open-ended questions about the clarity of the information in the service plan, what people thought about the service plan changes and impacts to riders' transit use during COVID-19. Themes on specific route concepts are available in the corridor profiles section, and further detail on survey responses are available in the Appendix.

Key take-aways

Transit use due to COVID-19 pandemic:

- 44% didn't ride transit before or no longer use transit.
- 56% use transit less frequently or have no change in transit use.

Post-pandemic ridership:

- 71% of current riders will use transit the same as today or potentially more.
- About 46% of non-riders will use transit to go to work a few days a week or much less often.

General themes

- About 15% of respondents did not feel that the originally proposed 2021 Service Plan would meet their travel needs.
- The service plan changes were understandable, but there was too much information and people didn't have time to read it. Maps and a summary could make it more understandable.
- Preference for direct routes (minimize waiting at stations, accessibility concerns with transfers, preference for shorter transit trips).
- Excitement about light rail and request for more frequent light rail service.
- Concern about COVID (concern about safety of riding today, challenge of planning for the future, concern about crowded transit post-pandemic).
- Interest in not cutting existing transit service/routes.

General themes heard from current riders

- Less frequent service during pandemic has made transit feel less reliable. People need to adjust their personal schedules or are consistently late to work. Suggestions to increase non-peak hour transit options. Acknowledgement that people that do not have other transportation options are hard-hit by service reductions during pandemic.

General themes heard from not-current riders

- Key reason for change in transit use: people are making fewer trips, teleworking, etc.
- Less frequent service during pandemic has made transit feel less reliable, people that have cars often choose to drive.

Route	March 2021- September 2021 service changes	September 2021-March 2022 service changes	Requires service equity analysis & Board approval
510	Continue reduced service levels from 42 to 30 daily trips.	Add stop at Mountlake Terrace Freeway Station, no change in service levels.	Yes
511	Continue reduced service levels from 38 to 28 daily trips.	Re-route to Northgate Link Station, coordinate schedule with Route 513.	Yes
512	Maintain full service.	Re-route to Northgate Station and discontinue stop at NE 145th St.; no change in service levels.	Yes
513	Continue reduced service levels from 20 to 12 daily trips.	Re-route to Northgate Link Station, add stops at Lynnwood Transit Center and Ash Way Park-and-Ride, increase service levels.	Yes
522	Continue reduced service levels from 109 to 98 daily trips.	Re-route to Roosevelt Station. Route operates 15 minutes all day, including weekends.	Yes
532	Continue reduced service levels from 41 to 20 daily trips.	Continue reduced service levels from 41 to 20 daily trips.	Yes
535	Continue reduced service levels from 65 to 46 daily trips.	Continue reduced service levels from 65 to 46 daily trips.	Yes
541	Continue service suspension.	Continue service suspension.	Yes
542	Continue reduced service levels from 90 to 81 daily trips.	Continue reduced service levels from 90 to 81 daily trips. Re-route to U District Station, route operates between Redmond and U District only.	Yes
544	Continue service suspension.	Continue service suspension.	Yes
545	Continue reduced service levels from 185 to 163 daily trips.	Continue reduced service levels from 185 to 163 daily trips.	No
550	Continue reduced service levels from 181 to 167 daily trips.	Continue reduced service levels from 181 to 167 daily trips.	No
554	Maintain full service.	Maintain full service.	No
555	Continue service suspension.	~~Restore service. Route would operate between Bellevue and the U District Link station.~~ **UPDATED: Continue service suspension.**	Yes
556	Continue service suspension.	Restore service. Route would operate between Issaquah and the U District Link station.	Yes
560	Maintain full service.	Maintain full service.	No
566	Continue reduced service levels from 54 to 38 daily trips.	Continue reduced service levels from 54 to 38 daily trips.	No
567	Continue service suspension.	Continue service suspension.	Yes
574	Maintain full service.	Maintain full service.	No

Route	March 2021- September 2021 service changes	September 2021-March 2022 service changes	Requires service equity analysis & Board approval
577	Continue full service with schedule adjustment to coordinate with Route 578.	Continue full service with schedule adjustment to coordinate with Route 578.	No
578	Continue increased service levels from 55 to 62 daily trips, with additional afternoon rush hour southbound service.	Continue increased service levels from 55 to 62 daily trips, with additional afternoon rush hour southbound service.	No
580	Continue reduced service levels from 23 to 20 daily trips.	Continue reduced service levels from 23 to 20 daily trips.	No
586	Continue reduced service levels from 16 to 14 daily trips. **UPDATED: Add stop at Federal Way Transit Center**	~~Discontinue route with Link extension to Northgate. Shift some saved resources to Route 590 to provide additional trips.~~ **UPDATED: Add stop at Federal Way Transit Center**	Yes
590	Adjust reduced service levels from 76 to 70 daily trips. Supplement with 6 trips service Tacoma Dome to Seattle on Route 595.	Continue reduced service levels at 70 daily trips. Supplement with 6 trips service Tacoma Dome to Seattle on Route 595.	No
592	Continue reduced service levels from 31 to 24 daily trips.	Continue reduced service levels from 31 to 24 daily trips.	Yes
594	Maintain full service.	Maintain full service.	No
595	Continue reduced service levels from 10 to 6 daily trips. Add new stop at Tacoma Dome Station.	Continue reduced service levels from 10 to 6 daily trips. Continue stop at Tacoma Dome Station added in March 2021.	Yes
596	Continue reduced service levels from 19 to 16 daily trips.	Continue reduced service levels from 19 to 16 daily trips.	No
Link	On weekdays, trains operate every 8 minutes during the morning and afternoon rush hours, every 15 minutes during the early morning, midday and early evening, and every 30 minutes late at night. On weekends, service operates every 15 minutes during the day and every 30 minutes late night.	Service to Northgate begins, **improve midday and weekend frequency to every 10 minutes, improve late night frequency to every 15 minutes**	Yes
Sounder North	Continue reduced service levels from 8 to 4 daily trips.	Continue reduced service levels from 8 to 4 daily trips.	Yes
Sounder South	Continue reduced service levels from 26 to 18 daily trips focused on rush hour commute, reduce the number of midday trips.	Continue reduced service levels from 26 to 18 daily trips focused on rush hour commute, reduce the number of midday trips.	Yes
Tacoma Link	Maintain full service.	Maintain full service.	No

Title VI analysis

Introduction

As part of the annual Service Plan, Sound Transit conducts a service equity analysis on each proposed major service change. This analysis, also known as a Title VI evaluation, ensures that changes to transit service are consistent with Title VI policies defined by the Federal Transit Administration and Board policies defined by the Sound Transit Board of Directors. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states:

> ***No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.***

This section provides an initial assessment of potential impacts to minority, low income and limited English-proficiency communities associated with the major service changes, both in terms of the actual service change as well as fare equity.

More detailed information can be found in the Appendix at the end of this document.

Overview of service change Title VI analysis results

In developing service plans for 2021, Sound Transit proposes two distinct groups of service changes, each requiring a full Title VI analysis of the adverse impacts on minority and low-income populations. The first group of changes proposes continuing temporary COVID-19 service changes and reductions indefinitely. The second group of changes considers how to restructure ST Express and Link service when the Northgate Link light rail extension opens in fall 2021, providing the region with three new stations in north Seattle (U District, Roosevelt and Northgate).

Given the scale of service changes and reductions, they affect many routes serving minority and low-income populations. This analysis, in coordination with public outreach, guided the next steps for planning the final 2021 service plan. The following table summarizes all major service changes evaluated for disparate impacts and/or disproportionate burdens. Additional evaluation of the impacts, benefits and reasoning for each service change can be found in the route-by-route service change section of this document, with the methodology for the Title VI analysis found in the Appendix.

Route	Proposed service change evaluated	Disparate impact	Disproportionate burden	Reasoning for proposal
Changes requiring Title VI service equity analysis & Board approval				
510	March 2021: Continue reduced service levels from 42 to 30 daily trips. September 2021: Add stop at Mountlake Terrace Freeway Station, no change in service levels.	No	Yes	Reduced rush hour demand. Adding the stop allows passengers to transfer between I-5 North routes to choose between a bus-trip or bus-Link trip to downtown Seattle.
511	March 2021: Continue reduced service levels from 38 to 28 daily trips. September 2021: Re-route to Northgate Link Station, coordinate schedule with Route 513.	No	No	No disparate impact of disproportionate burden
512	March 2021: Maintain full service. September 2021: Re-route to Northgate Station and discontinue stop at 145th St.	No	Yes	Provides access to all Link stations, more reliable travel time during rush hour.
513	March 2021: Continue reduced service levels from 20 to 12 daily trips. September 2021: Re-route to Northgate Link Station, add stops at Lynnwood Transit Center and Ash Way Park-and-Ride, increase service levels.	No	Yes	Provides access to all Link stations, more reliable travel time during rush hour.
522	March 2021: Continue reduced service levels from 109 to 98 daily trips. September 2021: Re-route to Roosevelt Station, operate every 15 minutes all-day, including weekends.	No	No	No disparate impact of disproportionate burden
532	Continue reduced service levels from 41 to 20 daily trips.	No	No	No disparate impact of disproportionate burden
535	Continue reduced service levels from 65 to 46 daily trips.	No	No	No disparate impact of disproportionate burden
541	Continue service suspension.	Yes	No	Reduced rush hour demand. Route 542 available as alternative.
542	March 2021: Continue reduced service levels from 90 to 81 daily trips. September 2021: Re-route to U District Station, route operates between Redmond and U District only.	No	No	No disparate impact of disproportionate burden
544	Continue service suspension.	Yes	No	Reduced rush hour demand; all-day Route 545 available as alternative.
555	~~March 2021: Continue service suspension. September 2021: Route would operate between Issaquah and the U District Link station.~~ **UPDATED:** Continue service suspension	No	No	No disparate impact of disproportionate burden

Route	Proposed service change evaluated	Disparate impact	Disproportionate burden	Reasoning for proposal
Changes requiring Title VI service equity analysis & Board approval				
556	March 2021: Continue service suspension. September 2021: Route would operate between Issaquah and the U District Link station.	No	No	No disparate impact of disproportionate burden
567	Continue service suspension.	Yes	Yes	Reduced rush hour demand.
586	~~March 2021: Continue reduced service levels from 16 to 14 daily trips. September 2021: Discontinue route with Link extension to Northgate. Shift some saved resources to Route 590 to provide additional trips.~~ **UPDATED:** March 2021: Add stop at Federal Way Transit Center. September 2021: Continue March 2021 service levels	Yes	Yes	Link will cover areas served by Route 586, riders accessing UWS and points north can use Routes 590, 594 or Sounder and transfer to Link. Increased reliability by transferring to Link.
592	Continue reduced service levels from 31 to 24 daily trips.	Yes	Yes	Reduced rush hour demand.
595	Continue reduced service levels from 10 to 6 daily trips. Add new stop at Tacoma Dome Station.	No	Yes	Provides more capacity for passengers at Tacoma Dome Station.
Link	March 2021: On weekdays, trains operate every 8 minutes during the morning and afternoon rush hours, every 15 minutes during the early morning, midday and early evening, and every 30 minutes late at night. On weekends, service operates every 15 minutes during the day and every 30 minutes late night. September 2021: Service to Northgate begins, continue service frequencies from March 2021**, (UPDATED) improve midday and weekend frequency to every 10 minutes, improve late night frequency to every 15 minutes**	Yes	Yes	Reduced demand.
Sounder North	Continue reduced service levels from 8 to 4 daily trips.	No	Yes	Low ridership during these trips Alternative ST Express trips available during these times.
Sounder South	Continue reduced service levels from 26 to 18 daily trips focused on rush hour commute, reduce the number of midday trips.	Yes	Yes	Low ridership during these trips. Alternative ST Express trips available during these times.

Route	Proposed service change evaluated	Disparate impact	Disproportionate burden	Reasoning for proposal
Administrative changes do not require a full Title VI equity analysis or Board Approval				
545	Continue reduced service levels from 185 to 163 daily trips.	n/a	n/a	
550	Continue reduced service levels from 181 to 167 daily trips.	n/a	n/a	
554	Maintain full service.	n/a	n/a	
560	Maintain full service.	n/a	n/a	
566	Continue reduced service levels from 54 to 38 daily trips.	n/a	n/a	
574	Maintain full service.	n/a	n/a	
577	Continue full service with schedule adjustment to coordinate with Route 578.	n/a	n/a	
578	Continue increased service levels from 55 to 62 daily trips, including additional southbound service during afternoon rush hour.	n/a	n/a	
580	Continue reduced service levels from 23 to 20 daily trips.	n/a	n/a	
590	Continue reduced service levels from 76 to 61 daily trips. Supplement with 6 trips service Tacoma Dome to Seattle on Route 595.	n/a	n/a	
594	Maintain full service.	n/a	n/a	
596	Continue reduced service levels from 19 to 16 daily trips.	n/a	n/a	
Tacoma Link	Maintain full service.	n/a	n/a	

Overview of fare equity Title VI analysis results

Routes 512 & 513 re-route to Northgate Station

- ORCA
  - No fare difference via ST Express or Link
  - Riders choosing to transfer to Community Transit Commuter Express service at the Mountlake Terrace Freeway Station would pay additional fare, with the amount dependent upon the rider category.
- Adult cash fare to downtown Seattle
  - Current fare = $3.25
  - $3.25+$2.75 if transferring with Link
  - $3.25+$3.25 if transferring with ST Express
  - $3.25+$4.25 if transferring with Community Transit at Mountlake Terrace Freeway Station

The fare equity analysis determined these changes would result in no disparate impacts or disproportionate burdens. Additional evaluation of the impacts, benefits and reasoning for the service changes can be found in the route-by-route service change section of this document, with the methodology for the Title VI analysis found in the Appendix.

Route 586 elimination

More than 85% of passengers on Route 586 used either the UW U-Pass or an ORCA Business Passport that allows unlimited travel on any mode at any fare. These passengers would not experience a fare change as the result of this service change. Of the remaining 15%:

- Passengers who use ORCA and choose to ride Route 590/594 and transfer to Link will also see no change in fares;
- ORCA customers who choose to ride Sounder and transfer to Link will pay a higher Sounder fare.
- Cash riders on Route 586 will pay a higher fare to transfer from either Sounder or Route 590/594 to Link.

Link

Northgate/University of Washington – Angle Lake

Current Route Map

Future (September 2021)

UPDATED Link: Northgate – Angle Lake

Upcoming Service Changes

- **September 2020:** On weekdays, three-car trains operate every 8 minutes during the morning and afternoon rush hours, every 15 minutes during the early morning, midday and early evening, and every 30 minutes evenings after 10 p.m. On weekends, service operates every 15 minutes during the day and every 30 minutes late evenings after 10 p.m.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Service to Northgate begins. Improve daytime and weekend service to every 10 minutes, improve evening service to every 15 minutes.

Why are we proposing these changes?

In September 2020, service adjustments were necessary to preserve access throughout our service area and conserve resources as a result of the COVID-19 pandemic.

Link	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do trains run on weekdays?	Early AM	12 min.	15 min.	15 min.	15 min.
	AM Rush	6 min.	8 min.	8 min.	8 min.
	Midday	10 min.	15 min.	15 min.	10 ~~15~~ min.
	PM Rush	6 min.	8 min.	8 min.	8 min.
	Evening	10 min.	15 min.	15 min.	15 min.
	Late evening	15 min.	30 min.	30 min.	15 ~~30~~ min.
How often do trains run on Saturdays?	All day	10 min.	15 min.	15 min.	10 ~~15~~ min.
How often do trains run on Sundays?	All day	10 min.	15 min.	15 min.	10 ~~15~~ min.

What did we hear from the public?

- We received over 160 comments involving Link.
- Many comments noted the importance of having well-timed connections for bus routes connecting with Link.
- A substantial number of Link comments expressed concerns around public safety, station access, and overcrowding.
- In comments pertaining to the proposed Link span and frequency, approximately 70% indicated a desire for better service levels. Many respondents wished for improved midday and evening service.
- There were many concerns regarding the potential for overcrowding due to the planned truncations of Sound Transit, King County Metro, and Community Transit bus services at Northgate, Roosevelt, and U District stations.
- Noteworthy comment: *"Link should run a more consistent schedule throughout the day and into the night. Half hourly service on light rail is useless to me. Demand for higher rush hour frequency vs midday is not yet there. Single car trains could be run at night as ridership is low, but I feel you are sacrificing a usable level of nighttime frequency indefinitely."*

What does this mean for riders?

Benefits

- Opening Northgate Link will bring light rail service to three new stations in North Seattle: U District, Roosevelt and Northgate. At Northgate, connections would be available to ST Express buses serving Snohomish County. Connections to communities along SR-522 out to Woodinville would be available at Roosevelt station.

Tradeoffs

- Service will be less frequent.

Title VI evaluation

- Disparate impact - the change impacts an area with a minority population of 54.8%, higher than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 23.0%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of both a disparate impact and disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

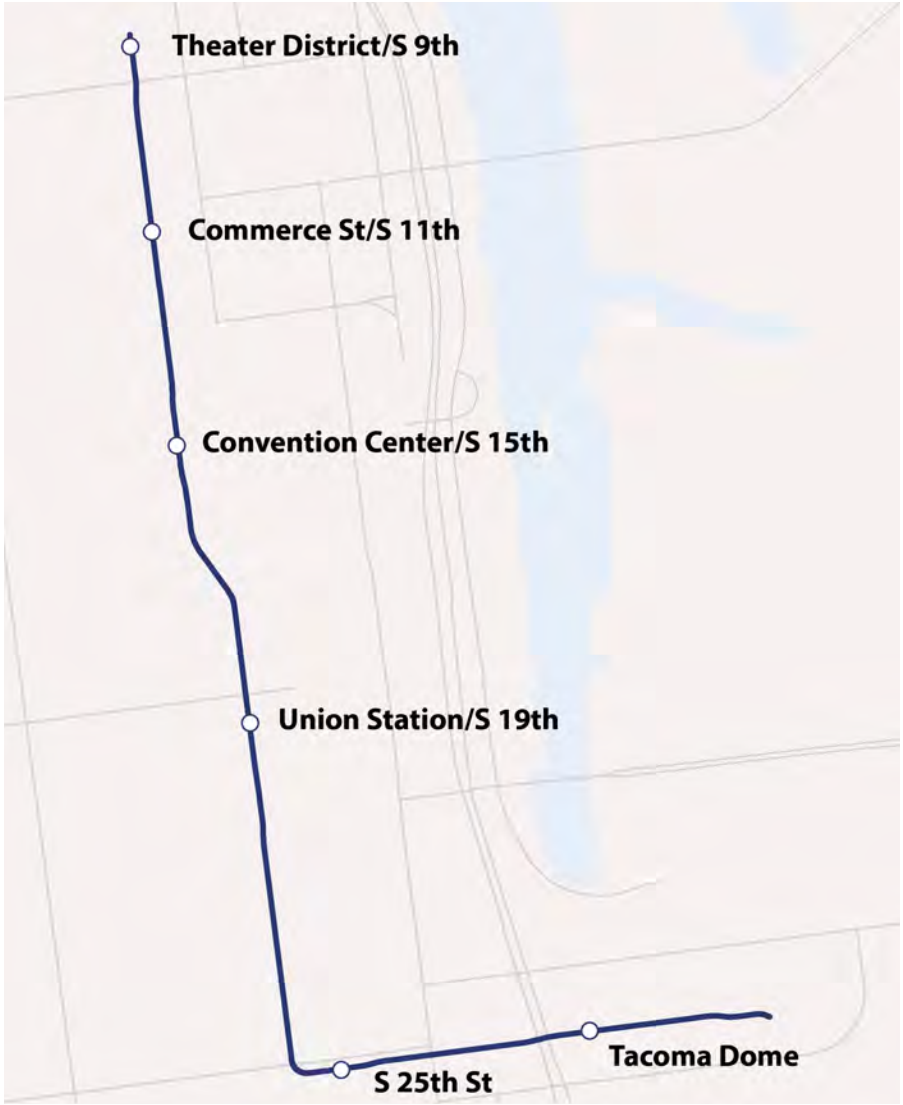
How has the plan changed since the initial proposal?

Evening service would operate every 15 minutes under the updated proposal. While we currently cannot improve service during the midday and on weekends under the current budget proposal, should financial conditions improve we would prioritize improving service levels during weekday middays and weekends to operate every 10 minutes.

Tacoma Link

Theater District – Tacoma Dome

Current & 2021 Route Map



Tacoma Link: Theater District – Tacoma Dome

Upcoming Service Changes

- **September 2020:** Service continues to operate on weekdays and Saturdays every 12 minutes throughout the day and 24 minutes in the early morning and late evenings as well as all-day Sunday (no change).
- **March 2021 *Proposal*:** Maintain existing service levels (no change).
- **September 2021 *Proposal***: Maintain existing service levels (no change).

Why did we propose no changes?

No changes were proposed for Tacoma Link until 2022 when the Hilltop Tacoma Link Extension opens.

What does this mean for riders?

Service would continue to operate without changes.

Tacoma Link	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do trains run on weekdays?	Early AM	24 min.	24 min.	24 min.	24 min.
	AM Rush	12 min.	12 min.	12 min.	12 min.
	Midday	12 min.	12 min.	12 min.	12 min.
	PM Rush	12 min.	12 min.	12 min.	12 min.
	Evening	24 min.	24 min.	24 min.	24 min.
How often do trains run on Saturdays?	All day	12 min.	12 min.	12 min.	12 min.
How often do trains run on Sundays?	All day	24 min.	24 min.	24 min.	24 min.

What did we hear from the public?

No comments were received on Tacoma Link.

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Sounder North

Everett – Seattle

Current & 2021 Route Map

Sounder North: Everett – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 8 to 4.
- **March 2021 *Proposal*:** Maintain existing service levels.
- **September 2021 *Proposal*:** Maintain existing service levels.

Sounder North AM Southbound	Everett	Mukilteo	Edmonds	Seattle	2021 Adopted
~~1701~~	~~5:45 a.m.~~	~~5:56~~	~~6:11~~	~~6:44~~	Continue trip suspension
1703	6:15 a.m.	6:26	6:41	7:14	
~~1705~~	~~6:45 a.m.~~	~~6:56~~	~~7:11~~	~~7:44~~	Continue trip suspension
1707	7:15 a.m.	7:26	7:41	8:14	

Sounder North PM Northbound	Seattle	Edmonds	Mukilteo	Everett	2021 Adopted
~~1700~~	~~4:05 p.m.~~	~~4:32~~	~~4:47~~	~~5:04~~	Continue trip suspension
1702	4:33 p.m.	5:00	5:15	5:32	
~~1704~~	~~5:05 p.m.~~	~~5:32~~	~~5:47~~	~~6:04~~	Continue trip suspension
1706	5:35 p.m.	6:02	6:17	6:34	

Why are we proposing these changes?

Ridership since March 2020 has been consistently low. Continuing the suspension of four weekday daily trains would conserve resources while also maintaining some service on the route.

What does this mean for riders?

Passengers would have limited departures to choose from. Alternate options include:

- **Everett - Seattle:** ST Express Route 510
- **Mukilteo - Seattle:** Community Transit Route 417
- **Edmonds - Seattle**: Community Transit Route 416

Title VI evaluation

- No disparate impact - the change impacts an area with a minority population of 35.0%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

Commenters expressed concerns for trip reductions and wished to known when service and frequency would improve in future years

Several noted that increased bus service should not be a substitute for Sounder.

Noteworthy comment: *"Given the reduction in Sounder service, we need better connections between Mukilteo and Lynnwood/Northgate."*

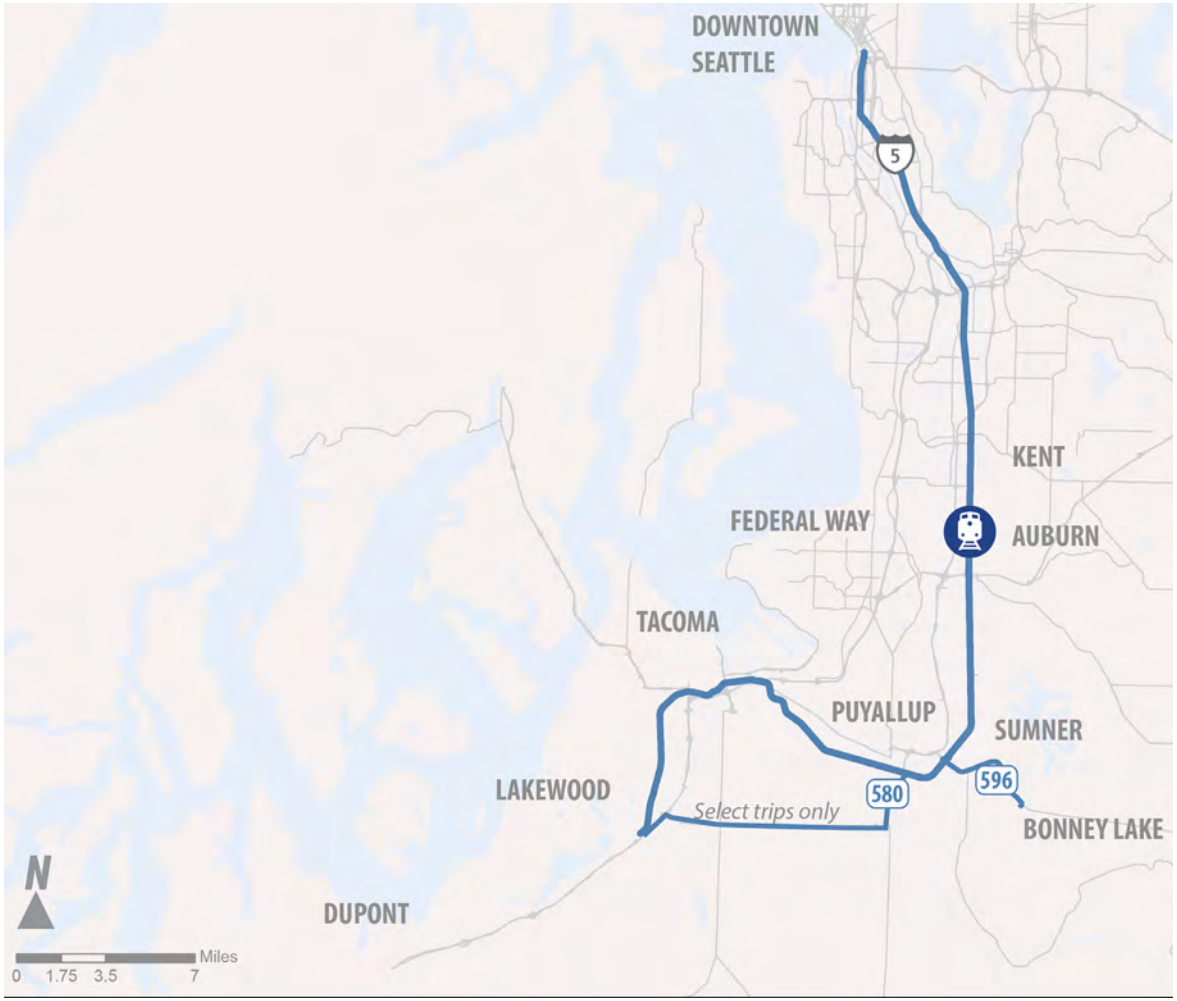
How has the plan changed since the initial proposal?

No changes were made from the initial proposal.

Sounder South

Lakewood – Tacoma – Seattle

Current & 2021 Route Map



Sounder South: Lakewood – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 26 to 14 in spring 2020. In September 2020, service increased to 18 daily trips, but reduced the number off-peak trips. See table on next page for trip times.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Maintain existing service levels.

Why are we proposing these changes?

- In response to the COVID-19 pandemic, we reduced Sounder South service in spring 2020 to 14 daily weekday trips. In September, we shifted the trips operating to allow for an additional four daily weekday trips to operate accommodating rebounding ridership.
- Service on ST Express Route 578 (Seattle-Puyallup) increased to operate throughout the afternoon in the southbound direction in order to continue coverage during times that Sounder South is not operating.
- In addition, we restored additional trips on Route 590 (Seattle-Tacoma) in September 2020, primarily in the early morning, and these would operate at higher levels in March 2021.

Train	Lakewood	South Tacoma	Tacoma Dome	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle	2021 Adopted
1500	4:36 a.m.	4:41	4:50	5:03	5:08	5:18	5:25	5:32	5:52	
1502	5:01 a.m.	5:06	5:15	5:28	5:33	5:43	5:50	5:57	6:17	
1504	5:26 a.m.	5:31	5:40	5:53	5:58	6:08	6:15	6:22	6:42	
1506	5:46 a.m.	5:51	6:00	6:13	6:18	6:28	6:35	6:42	7:02	
1508	6:06 a.m.	6:11	6:20	6:33	6:38	6:48	6:55	7:02	7:22	
1510	6:26 a.m.	6:31	6:40	6:53	6:58	7:08	7:15	7:22	7:42	
1512	6:46 a.m.	6:51	7:00	7:13	7:18	7:28	7:35	7:42	8:02	
~~1514~~	~~-~~	~~-~~	~~7:20 am~~	~~7:33~~	~~7:38~~	~~7:48~~	~~7:55~~	~~8:02~~	~~8:22~~	~~Continue suspension~~
1516	-	-	7:50 am	8:03	8:08	8:18	8:25	8:32	8:52	
~~1518~~	~~10:16 a.m.~~	~~10:21~~	~~10:30~~	~~10:43~~	~~10:48~~	~~10:58~~	~~11:05~~	~~11:12~~	~~11:32~~	~~Continue suspension~~
~~1520~~	~~-~~	~~-~~	~~4:06 p.m.~~	~~4:18~~	~~4:23~~	~~4:33~~	~~4:40~~	~~4:47~~	~~4:07~~	~~Continue suspension~~
~~1522~~	~~-~~	~~-~~	~~4:30 p.m.~~	~~4:42~~	~~4:47~~	~~4:57~~	~~5:04~~	~~5:11~~	~~5:31~~	~~Continue suspension~~
1524	-	-	5:15 p.m.	5:27	5:32	5:42	5:49	5:56	5:16	

Train	Seattle	Tukwila	Kent	Auburn	Sumner	Puyallup	Tacoma	South Tacoma	Lakewood	2021 Adopted
~~1501~~	~~6:05 a.m.~~	~~6:18~~	~~6:25~~	~~6:32~~	~~6:42~~	~~6:47~~	~~7:06~~	-	-	~~Continue suspension~~
1503	6:35 a.m.	6:48	6:55	7:02	7:12	7:17	7:36	-	-	
~~1505~~	~~7:55 a.m.~~	~~8:08~~	~~8:15~~	~~8:22~~	~~8:32~~	~~8:37~~	~~8:52~~	~~9:01~~	~~9:11~~	~~Continue suspension~~
~~1507~~	~~2:35 p.m.~~	~~2:48~~	~~2:55~~	~~3:02~~	~~3:12~~	~~3:17~~	~~3:37~~	~~-~~	~~-~~	~~Continue suspension~~
~~1509~~	~~3:15 p.m.~~	~~3:28~~	~~3:35~~	~~3:42~~	~~3:52~~	~~3:57~~	~~4:17~~	~~-~~	~~-~~	~~Continue suspension~~
1511	3:35 p.m.	3:48	3:55	4:02	4:12	4:17	4:30	4:39	4:51	
1513	3:55 p.m.	4:08	4:15	4:22	4:32	4:37	4:57	-	-	
1515	4:15 p.m.	4:28	4:35	4:42	4:52	4:57	5:10	5:19	5:31	
1517	4:35 p.m.	4:48	4:55	5:02	5:12	5:17	5:30	5:39	5:51	
1519	4:55 p.m.	5:08	5:15	5:22	5:32	5:37	5:50	5:59	6:11	
1521	5:20 p.m.	5:33	5:40	5:47	5:57	6:02	6:15	6:24	6:36	
1523	5:45 p.m.	5:58	6:05	6:12	6:22	6:27	6:40	6:49	7:01	
1525	6:30 p.m.	6:43	6:50	6:57	7:07	7:12	7:25	7:34	7:46	

What does this mean for riders?

Passengers would have limited departures to choose from. Alternate options include:

- **Everett - Seattle:** ST Express Route 510
- **Mukilteo - Seattle:** Community Transit Route 417
- **Edmonds - Seattle**: Community Transit Route 416

Title VI evaluation

- No disparate impact - the change impacts an area with a minority population of 35.0%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

There were several negative comments about the suspension of the southbound 2:35 PM trip.

Generally speaking, riders commented desire for as frequent and lengthy span of service as possible.

Others felt bus service was not a suitable substitute for reduced Sounder levels.

How has the plan changed since the initial proposal?

No changes were made from the initial proposal.

Routes 580/596 Sounder Connectors (Puyallup, Sumner)

Current & 2021 Route Map

Route 580 (Rush hour only): Lakewood/South Hill – Puyallup

Upcoming Service Changes

- **September 2020:** Daily weekday trips were reduced from 23 to 20.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 580	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.
	AM Rush	20 min.	20 min.	20 min.
	PM Rush	20 min.	20 min.	20 min.

Route 596 (Rush hour only): Bonney Lake – Sumner

Upcoming Service Changes

- **September 2020:** Daily weekday trips were reduced from 23 to 20.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 596	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.
	AM Rush	20 min.	20 min.	20 min.
	PM Rush	20 min.	20 min.	20 min.

Why are we proposing these changes?

- Sounder would be operating 18 daily weekday trips. Schedules on Routes 580 and Route 596 would be adjusted so that buses would continue to meet peak-direction Sounder trips.

What does this mean for riders?

Benefits

- Route 580 and Route 596 trips would continue to be coordinated with Sounder schedule so that all peak-direction trains (northbound in the morning, southbound in the afternoon) are met.

Tradeoffs

- Passengers would have fewer Sounder trips to choose from.

What did we hear from the public?

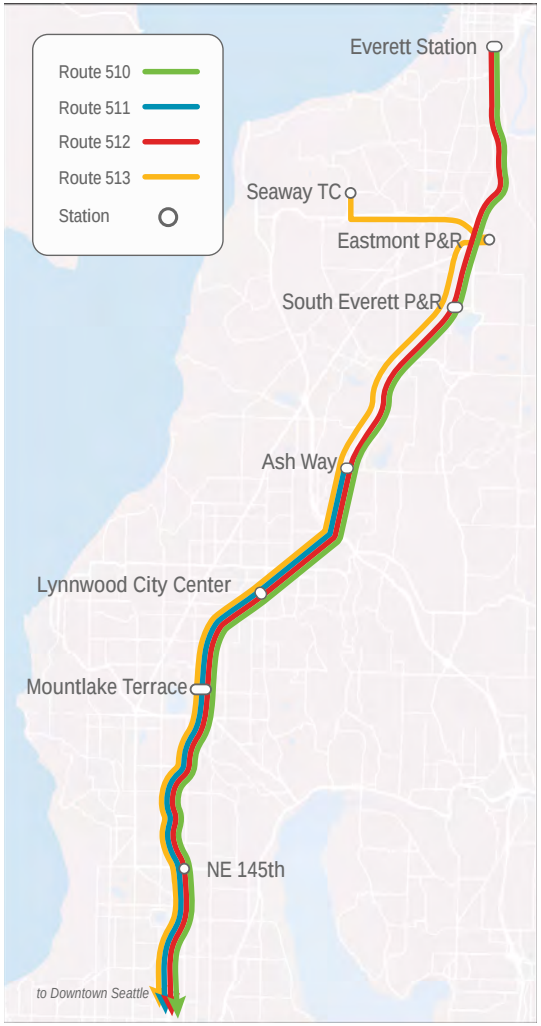
One comment noted that parking [supply] at Puyallup and Sumner stations needed to increase.

How has the plan changed since the initial proposal?

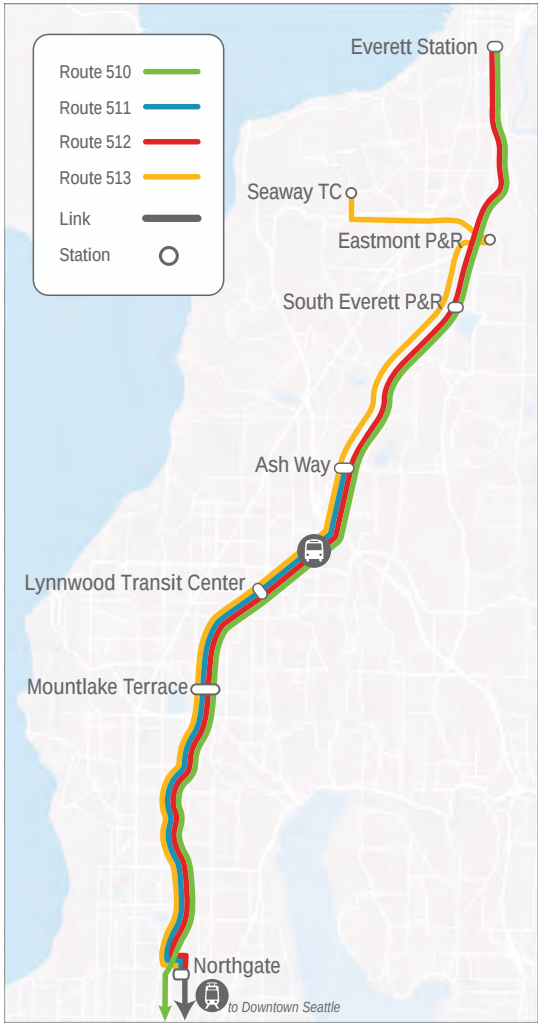
No changes were made from the initial proposal.

Routes 510/511/512/513 — Snohomish County – Seattle

Current Route Map



Future (September 2021)



Summary of Changes

Route 510

- Add stop at Mountlake Terrace Freeway Station

Route 511

- Add stop at new Northgate Link Station
- Discontinue service between Northgate and Downtown Seattle
- Direct rush hour service from Ash Way to Downtown Seattle provided by Community Transit routes 413, 415
- Direct rush hour service from Lynnwood to Downtown Seattle provided by Community Transit routes 402, 421, 422, 425

Route 512

- Add stop at new Northgate Link Station
- Discontinue I-5 & NE 145th St. stop
- Discontinue service between Northgate and Downtown Seattle

Route 513

- Add stops at new Northgate Link Station, Lynnwood Transit Center, Ash Way Park-and-Ride
- Discontinue service between Northgate and Downtown Seattle

Route 510 (Rush hour only): Everett – Seattle

Upcoming Service Changes

- **September 2020:** Daily trips reduced from 42 to 30.
- **March 2021** Proposal**:** Maintain September 2020 service levels.
- **September 2021** Proposal: Add a stop at Mountlake Terrace Freeway Station.

Route 510	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM Rush	10 min.	10-30 min.	10-30 min.	10-30 min.
	PM Rush	12 min.	12 min.	12 min.	12 min.

Route 511 (Rush hour only): Ash Way – Seattle

Upcoming Service Changes

- **September 2020:** Daily trips reduced from 38 to 28.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Truncate at Northgate Link Station. Increase service levels.

Route 511	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	40 min.	40 min.	20 min.
	AM Rush	15 min.	20-30 min.	20-30 min.	15 min.
	PM Rush	15 min.	15 min.	15 min.	15 min.

Route 512: Everett – Seattle

Upcoming Service Changes

- **September 2020:** Restore to full schedule of 107 daily weekday trips.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Truncate at Northgate Station and discontinue stop at N 145th St. Maintain September 2020 service levels.

Route 512	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM, AM rush	15 min.	15 min.	15 min.	15 min.
	Midday, PM rush, Evening	15 min.	15 min.	15 min.	15 min.
	Late evening	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	15 min.	15 min.	15 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 513 (Rush hour only): Seaway Transit Center – Seattle

Upcoming Service Changes

- **September 2020:** Daily trips reduced from 20 to 12.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Truncate at Northgate Link Station and add stops at Lynnwood Transit Center and Ash Way Park-and-Ride. Increase service levels.

Route 513	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	60 min.	60 min.	15 min.
	AM Rush	15 min.	30 min.	30 min.	15 min.
	PM Rush	20-30 min.	60 min.	60 min.	15 min.

Why are we proposing these changes?

- Truncating Routes 511, 512 and 513 at Northgate Station provides consistent service levels from Snohomish County by leveraging the new Link extension at Northgate and conserving resources. Community Transit would continue to provide service between Lynnwood / Ash Way and Downtown Seattle in the commute direction.
- Route 510 would continue to provide direct service to downtown Seattle. A new stop at Mountlake Terrace would provide a connection for riders wishing to connect with the rest of the network.

What does this mean for riders?

Benefits

- Increased service levels on Route 513, in addition to two new stops at Ash Way Park-and-Ride and Lynnwood Transit Center, would provide much more frequent peak service for Snohomish County riders.
- Ending Routes 511, 512 and 513 at Northgate would allow riders to access new destinations served by Link light rail and avoid congestion on part of I-5.
- Route 510 riders would continue to have direct access to downtown Seattle and would also have the option to transfer at Mountlake Terrace to routes serving Northgate Station.

Tradeoffs

- Riders on Routes 511, 512 and 513 would need to transfer in order to reach downtown Seattle, which could save up to 2 minutes or increase travel time by up to 6 minutes. Buses will drop off close to the station but riders will need to walk to the platform.
- The addition of stops at Ash Way Park-and-Ride and Lynnwood Transit Center on Route 513 would result in greater travel time for riders traveling to Everett.
- The addition of the Mountlake Terrace stop on Route 510 would result in approximately 2 minutes greater travel time for riders traveling to downtown Seattle.
- Removing the 145th St. stop on Route 512 would cause riders who use that stop to use alternate service.

Title VI evaluation

Route 510

- No disparate impact - the change impacts an area with a minority population of 39.1%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 20.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 511

- No disparate impact - the change impacts an area with a minority population of 38.8%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 16.0%, lower than the Sound Transit District average of 16.4%.

Route 512

- No disparate impact - the change impacts an area with a minority population of 38.7%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 18.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 513

- No disparate impact - the change impacts an area with a minority population of 37.5%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.8%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

- Many comments expressed displeasure at the idea of introducing a transfer with Link at Northgate station on Routes 511, 512, and 513.
- Other comments noted the attractiveness of limited stops on current routes 510 and 513 and expressed concern that additional stops will make the service less desirable.
- Many comments requested higher frequency in the earlier and later periods of the day.
- A significant number of comments noted difficulty in understanding the complexity of changes proposed in the draft service plan.
- Overall, more respondents approved of the changes to Route 510, 511, 512, and 513 than opposed them. The draft plan survey response to the question

"Once the Northgate Link Extension opens in the fall of 2021, we'll shift ST Express bus service to better serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs?" is shown below:

Route	Yes*	No*	Count
510	45%	34%	115
511	38%	36%	122
512	45%	28%	222
513	37%	34%	70

**The remainder of respondents indicated "I don't know" or "Not Applicable".*

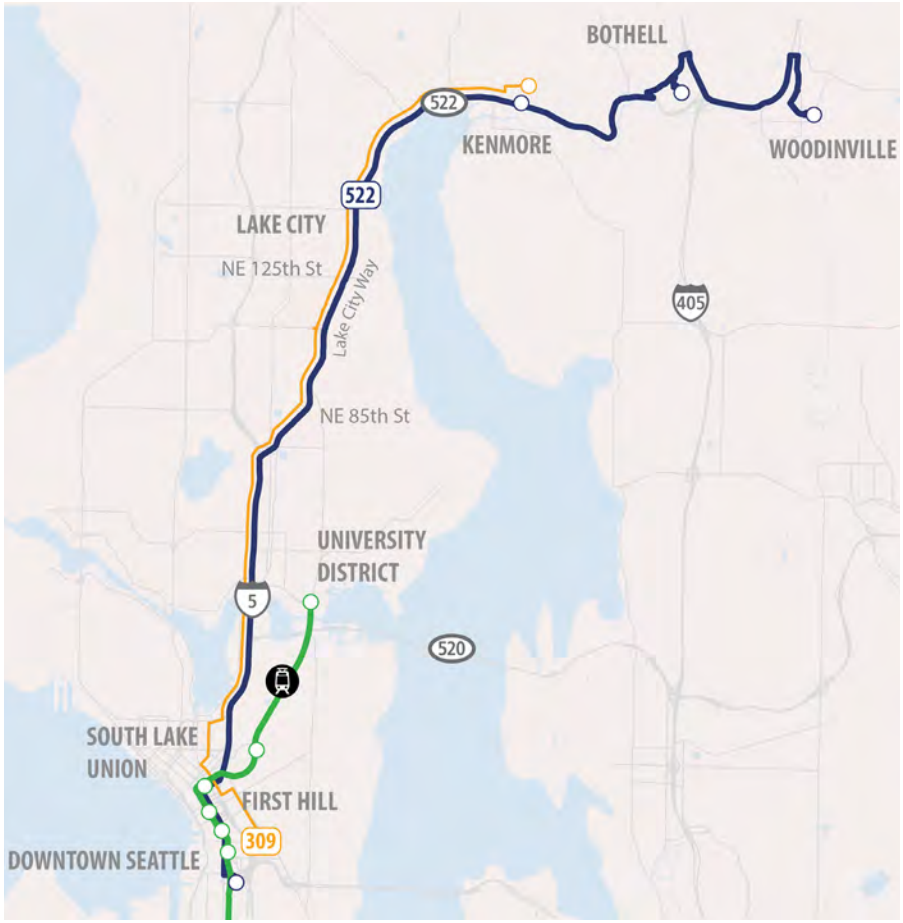
How has the plan changed since the initial proposal?

- On weekends, Route 512 would operate at 15-minute frequencies on through 10 p.m. on trips connecting from Link, seven days a week.
- In order to conform to Link span requirements, the last Sunday evening Route 512 departure from Northgate would be reduced from by approximately 20 minutes than the equivalent last trip in the current Route 512 schedule.
- In order to ensure riders can reach downtown Seattle at least as early as existing service, the first (4:21 a.m.) Route 511 trip of the morning will travel directly to downtown Seattle without stopping at Northgate.

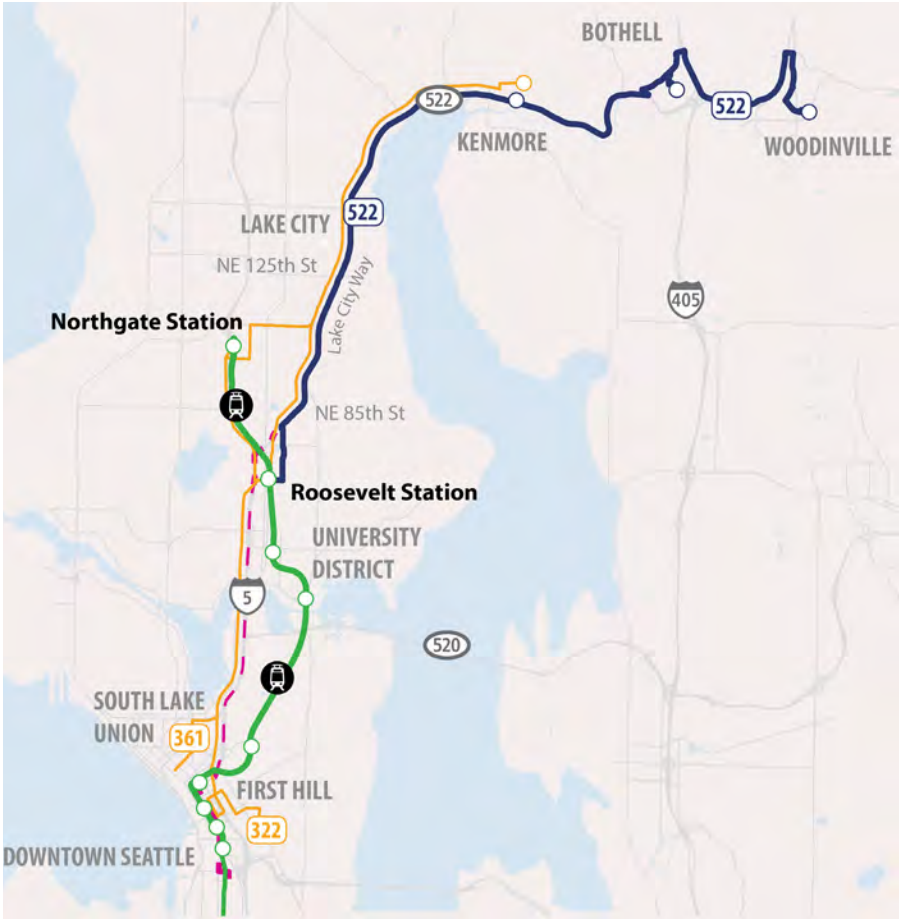
Route 522

Woodinville – Seattle via SR 522

Current Route Map



Future (September 2021)



Route 522: Woodinville – Seattle

Upcoming Service Changes

- **September 2020:** Daily trips reduced from 103 to 98.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: End at Roosevelt Station. Improve midday and weekend service levels to operate every 15 minutes.

Title VI evaluation

- **No disparate impact -** the change impacts an area with a minority population of 32.1%, lower than the Sound Transit District average of 39.7%.
- **No disproportionate burden -** the change impacts an area with a low-income population of 13.3%, lower than the Sound Transit District average of 16.4%.

Route 522	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	10 min.	15 min.	15 min.	15 min.
	AM rush	7 min.	7 min.	7 min.	15 min.
	Midday	30 min.	30 min.	30 min.	15 min.
	PM rush	8 min.	8 min.	8 min.	15 min.
	Evening	30 min.	30 min.	30 min.	15 min.
	Late evening	60 min.	60 min.	60 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	15 min.

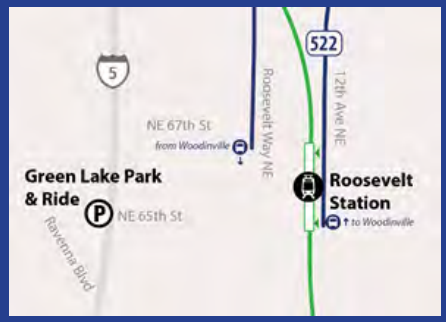
Why are we proposing these changes?

- Ending Route 522 at Roosevelt Station conserves resources by leveraging the new Northgate Link extension while providing consistent service levels.
- During peak periods, additional capacity will be provided in the SR-522 corridor by the proposed King County Metro Routes 322 and 361.
- KCM Route 322 and 361 will also connect with Link at Northgate and Roosevelt stations while also providing access to destinations near downtown Seattle less well-served by light rail
- Timing of trips on among the three routes will be coordinated to provide consistent spacing of buses

What does this mean for riders?

Benefits

- Truncating Route 522 at Roosevelt would allow riders to access new destinations served by Link and avoid congestion on part of I-5.
- In September 2021, midday, evening and weekend service would increase to every 15 minutes.



Tradeoffs

- Riders would need to transfer in order to reach downtown Seattle, which could increase travel times by an estimated 2-10 minutes in off-peak times. The transfer requires walking 1-2 blocks as shown in the map.
- Rush hour frequency would be reduced in order to provide higher midday, evening, and weekend frequency. King County Metro will continue to provide parallel service on the corridor, supplementing Route 522 during rush hour.

What did we hear from the public?

- Many respondents noted their commutes would take longer compared to today's one-seat ride, and questioned the benefits of no longer serving downtown Seattle

- Others noted that if Link is to serve as the spine of regional connections, frequency should be 10 minutes or better.

- Out of 140 Route 522 respondents, 49% indicated truncating at Roosevelt Station and improving off-peak frequency to 15-minutes met their needs, compared to 29% who indicated "No". The remainder responded "I don't know" or "not applicable".

Representative quotes:

- Q: If no, what would make service work better for you? A: *"Not truncating 522 at the Roosevelt stop and having to transfer to Light Rail. I would like to continue getting on one bus to work and getting downtown instead of transferring. It's extremely inconvenient, I can currently get to work in 15 to 20 minutes from Lake City to downtown."*

- *"I live on Lake City Way. Running 522 to Roosevelt will be awesome for connecting to the light rail, and I am really looking forward to the 15 minutes 7 days a week frequency, since we have never had an all-day bus on Lake City Way before with reasonable frequency..."*

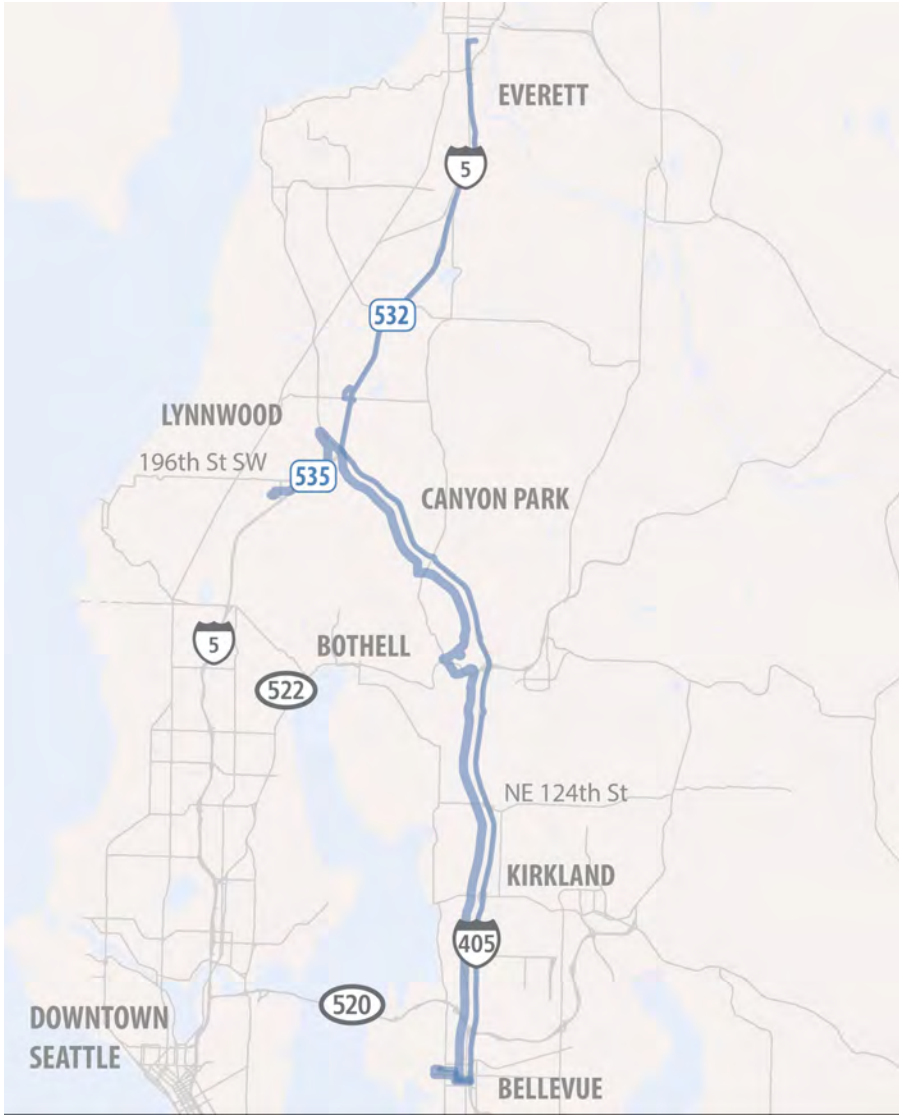
How has the plan changed since the initial proposal?

For the September 2021 service plan, northbound Route 522 frequency was adjusted to extend 15-minute frequencies through 10PM, 7 days a week in order to enhance nighttime connections from Link.

Routes 532/535

Snohomish County – Bellevue

Current & 2021 Route Map



Route 532 (Rush hour only): Everett – Bellevue

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 41 to 20. AM Peak Service from Bellevue to Everett and PM Peak service from Everett to Bellevue were eliminated.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.

September 2021 *Proposal*: Maintain September 2020 service levels.

Route 532	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	50 min.	50 min.
	AM Rush	10 min.	20 min.	20 min.
	PM Rush	10 min.	10-20 min.	10-20 min.

Route 535 (Monday – Saturday only): Lynnwood – Bellevue

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 65 to 46.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Maintain September 2020 service levels.

Route 535	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	60 min.	60 min.
	AM Rush	30 min.	30 min.	30 min.
	Midday	30 min.	60 min.	60 min.
	PM Rush	30 min.	30 min.	30 min.
	Evening	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.

Why are we proposing these changes?

- Ridership on Route 532 in the reverse-peak direction (towards Everett in the morning) is not expected to rebound in 2021 as many workers continue to work remotely.
- Service adjustments in September 2020 were necessary in order to preserve coverage on the 405 North corridor.
- In March 2021, service levels from September 2020 would be maintained because ridership is not expected to rebound significantly on commuter-oriented routes through 2021.

What does this mean for riders?

Benefits

- Service would be maintained in the peak period, peak direction on both routes (for commutes to Bellevue).

Tradeoffs

- Riders commuting from Bellevue to Everett would need to use Route 535 and transfer to Route 512 at Lynnwood Transit Center to complete their trip. The transfer is within Lynnwood Transit Center so walking is minimal.
- Other riders would experience longer wait times or would need to use alternate service.

Title VI Evaluation

Route 532

- No disparate impact - the change impacts an area with a minority population of 38.6%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.0%, lower than the Sound Transit District average of 16.4%.

Route 535

- No disparate impact - the change impacts an area with a minority population of 36.8%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 11.0%, lower than the Sound Transit District average of 16.4%

What did we hear from the public?

One comment noted that Route 535 span does not adequately cover UW Bothell class times and requested an 8:10 PM departure toward Bellevue.

Many riders expressed relief there were not major changes to 532 and 535

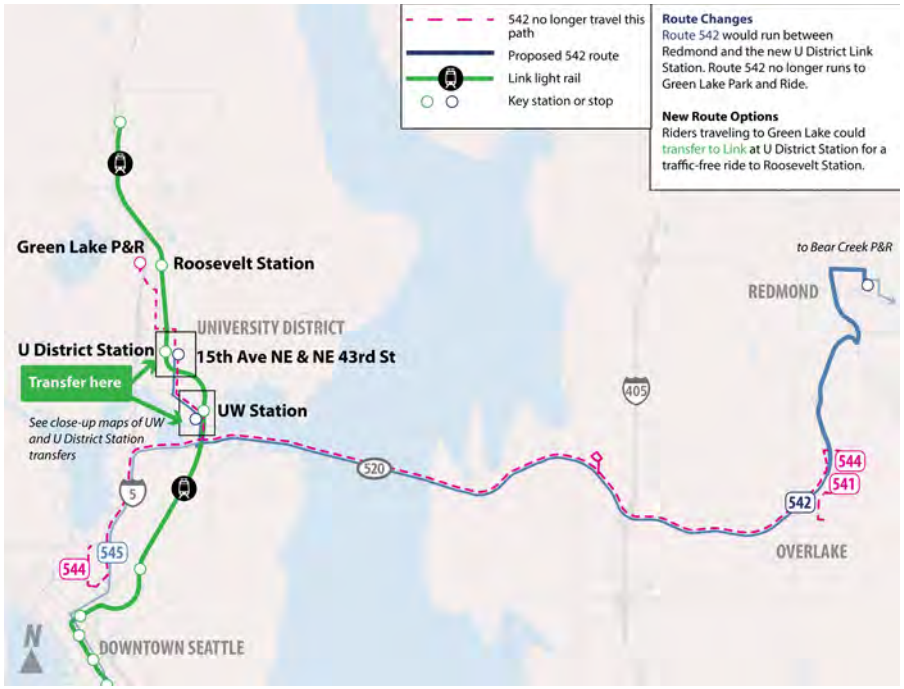
How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Routes 541/542/544/545 Seattle - East King County via SR 520

Current Route Map

Future (2021) Route Map


542 no longer travel this path
Proposed 542 route
Link light rail
Key station or stop
Route Changes
Route 542 would run between Redmond and the new U District Link Station. Route 542 no longer runs to Green Lake Park and Ride.
New Route Options
Riders traveling to Green Lake could transfer to Link at U District Station for a traffic-free ride to Roosevelt Station.
Green Lake P&R
Roosevelt Station
U District Station
Transfer here
See close-up maps of UW and U District Station transfers
UNIVERSITY DISTRICT
15th Ave NE & NE 43rd St
UW Station
to Bear Creek P&R
REDMOND
OVERLAKE
DOWNTOWN SEATTLE
N
5
405
520
544
541
542
545

Summary of Changes

Route 541

- Maintain service suspension

Route 542

- (September 2021) Discontinue service between Green Lake Park-and-Ride and University District. Alternate service available on Link between Roosevelt and U District Stations

Route 544

- Maintain service suspension

Route 545

- Reduce weekday service by 9 daily trips compared to March 2020

Route 541 (Rush hour only) : Overlake - University District

Upcoming Service Changes

- **September 2020:** Service suspended.
- **March 2021 *Proposal*:** Service remains suspended.
- **September 2021 *Proposal***: Service remains suspended.

Route 541	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	AM rush	15 min.	--	--	--
	PM rush	20 min.	--	--	--

Route 542 : Green Lake P&R/U District – Redmond

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 90 to 81.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Maintain September 2020 service levels. Discontinue service between U District and Green Lake Park-and-Ride

Route 542	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM rush	15 min.	20 min.	20 min.	20 min.
	Midday	30 min.	30 min.	30 min.	30 min.
	PM rush	15 min.	20 min.	20 min.	20 min.
	Evening	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 544 (Rush hour only): Overlake – S Kirkland – South Lake Union

Upcoming Service Changes

- **September 2020:** Service suspended.
- **March 2021 *Proposal*:** Service remains suspended.
- **September 2021 *Proposal***: Service remains suspended

Route 544	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	AM rush	15 min.	--	--	--
	PM rush	15 min.	--	--	--

Route 545 : Seattle – Redmond

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 185 to 163
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Maintain September 2020 service levels.

Route 545	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM rush	6 min.	7 min.	7 min.	7 min.
	Midday	15 min.	15 min.	15 min.	15 min.
	PM rush	5 min.	9 min.	9 min.	9 min.
	Evening	20 min.	20 min.	20 min.	20 min.
	Late Evening	60 min.	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Why are we proposing these changes?

- Routes 541 and 544 primarily serve technology hubs, and ridership on these routes is not expected to rebound in 2021 due to workers continuing to work from home.
- Service adjustments in September 2020 were necessary to preserve coverage to the 520 corridor and conserve resources as a result of the COVID-19 pandemic.
- In March 2021, service levels from September 2020 would be maintained because ridership is not expected to rebound significantly on many routes through 2021.

Title VI Evaluation

Route 541

- Disparate impact - the change impacts an area with a minority population of 45.1%, higher than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.8%, lower than the Sound Transit District average of 16.4%.
- Due to the determination of a disparate impact, results from public input and a review of alternatives will help shape the final proposal.

Route 544

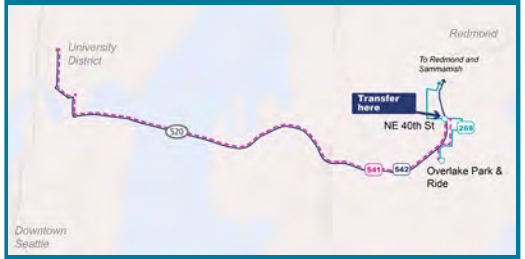
- Disparate impact - the change impacts an area with a minority population of 42.4%, higher than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 10.7%, lower than the Sound Transit District average of 16.4%.
- Due to the determination of a disparate impact, results from public input and a review of alternatives will help shape the final proposal.

What does this mean for riders?

Benefits

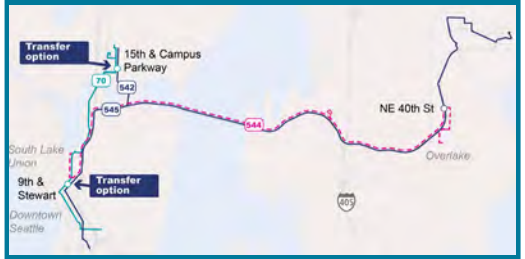
- Suspending Routes 541 and 544 allows Sound Transit to focus resources where they're most needed on the 520 corridor and avoid further service reductions on other routes.
- ***Tradeoffs***
- Riders on Routes 545 and 542 would experience longer waits.
- Riders traveling from South Kirkland Park-and-Ride to downtown Seattle may connect with Route 545 via KCM Route 255 at the Evergreen Point or Yarrow Point freeway stations. This involves a new transfer but no walking is required at the transfer.
- Alternate route options are shown for Routes 541 and 544 to the right.

Route 541 Alternatives



Instead of Route 541, riders traveling from Overlake Park-and-Ride to the U District may connect with Route 542 by walking or taking KCM Rapid Ride B Line or Route 269 to the SR 520 at NE 40th St. freeway stop. This involves a new transfer and longer walk access times.

Route 544 Alternatives



Instead of Route 544, riders traveling from Overlake Park-and-Ride to South Lake Union may connect with Route 545 by walking or taking KCM Rapid Ride B Line or Route 269 to the SR 520 at NE 40th St. Freeway stop. This involves a new transfer and about a one-block walk.

What did we hear from the public?

- Some comments noted that eliminating the peak-only portion of Route 542 between the U District and Green Lake P&R would be inconvenient, as it currently provides access to several stops lacking good King County Metro service.
- Other comments approved of shortening Route 542, expressing, expecting a resultant improvement in reliability.
- Out of 100 Route 542 respondents, 46% indicated truncating at U District Station met their needs, compared to 17% who indicated "No". The remainder responded "I don't know" or "not applicable".
- Several comments noted how without Route 544, alternative connections between South Kirkland P&R to South Lake Union were less convenient, especially given reductions to Link and King County Metro Route 255.

Notable comment:

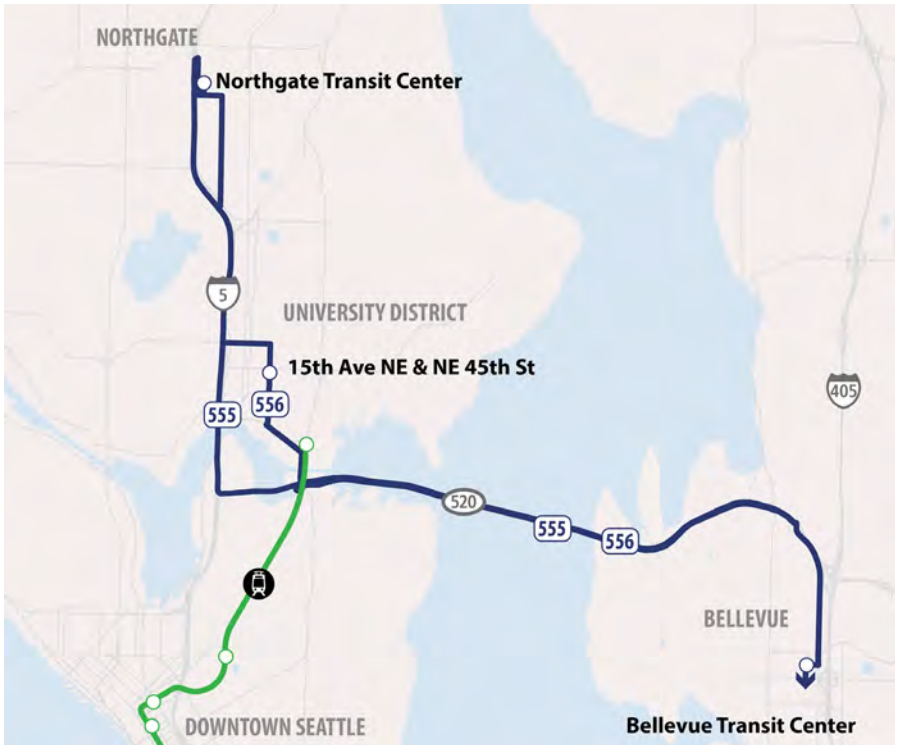
"With Microsoft looking further and further away from welcoming employees back, and with the possibility that more employees will work remotely permanently or that many will be allowed to go to work from home some days, the changes to the Overlake-serving routes make complete sense."

How has the plan changed since the initial proposal?

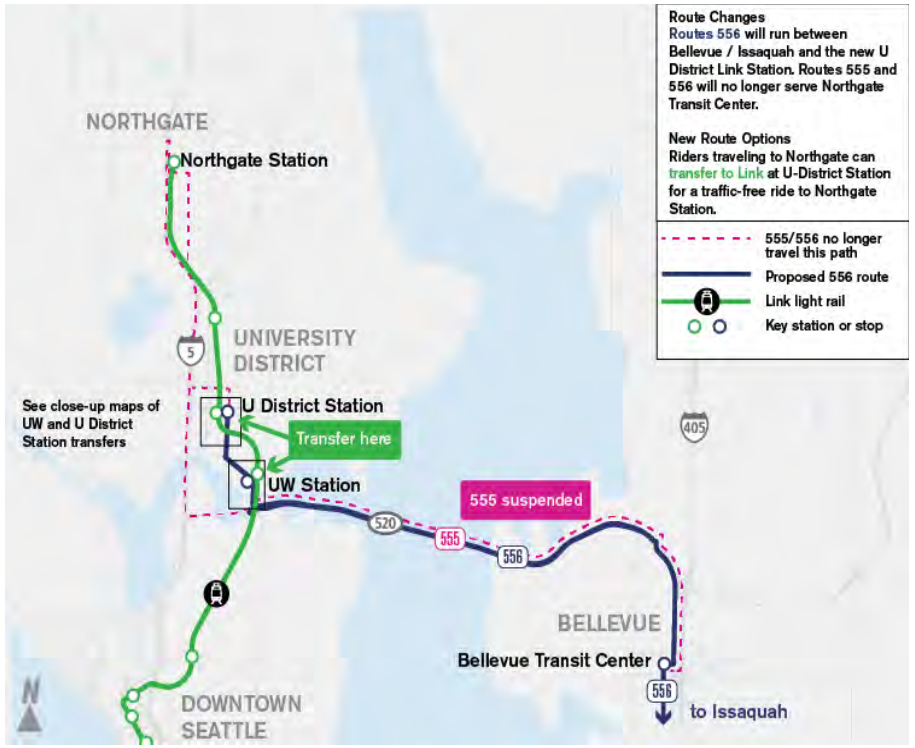
We made no changes from the initial proposal.

Routes 555/556 — Northgate – Bellevue/Issaquah via SR 520

Current Route Map



Future (September 2021) Route Map



Summary of Changes

UPDATED Route 555

- ~~Restore route. Route would operate between Bellevue and the U District Link station.~~ **UPDATED: Continue service suspension.**

Route 556

- With start of Link to Northgate, reintroduce service between Issaquah Highlands and U District only (AM to U District, PM to Issaquah). Connections between Northgate and Route 556 are available via Link.

UPDATED Route 555 (Rush Hour only): Northgate – Bellevue

Upcoming Service Changes

- **September 2020:** Service remains suspended
- **March 2021 *Proposal*:** Service remains suspended
- **September 2021 *Proposal*:** ~~Restore route. Route would operate between Bellevue and the U District Link station.~~ **UPDATED: Service remains suspended.**

Route 555	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	40 min.	--	--	~~30 min.--~~
	AM Rush	20 min.	--	--	~~30 min.--~~
	PM Rush	30 min.	--	--	~~30 min.--~~.

Route 556 (Rush Hour only): Northgate – Bellevue – Issaquah

Upcoming Service Changes

- **September 2020:** Service remains suspended
- **March 2021 *Proposal*:** Service remains suspended
- **September 2021 *Proposal*:** Restore route. Route would operate between Issaquah Highlands and the U District Link station.

Route 556	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	--	--	30 min.
	AM Rush	30 min.	--	--	30 min.
	PM Rush	30 min.	--	--	30 min.

Why are we proposing these changes?

- Routes 555 and 556 primarily serve commuters, and ridership on these routes is not expected to rebound in 2021 due to workers continuing to work from home.
- In March 2021, suspension would be maintained because ridership is not expected to rebound significantly until late 2021.
- Ending at U District Station provides consistent service levels to and from Bellevue and Issaquah in September 2021 by leveraging the new Link extension and conserving resources.

What does this mean for riders?

Benefits

- Ending at U District Station instead of Northgate would allow the restoration of service while conserving resources.
- Ending routes at U District would improve connections to destinations served by Link and avoid congestion on part of I-5.

Tradeoffs

- Riders would need to transfer to travel between Northgate and the Eastside.
- Prior to the Northgate Link opening, riders can use King County Metro Route 41 and transfer to a Bellevue-bound 550 or an Issaquah-bound 554 in Downtown Seattle. Bellevue-bound riders can also use King County Metro routes 67 and 271 with a connection in the University District. The transfer will add travel time and require walking between stops.
- After September 2021, riders can transfer from Link to Route 555 or 556 in the U District.

Title VI Evaluation

Route 555

- No disparate impact - the change impacts an area with a minority population of 30.3%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.7%, lower than the Sound Transit District average of 16.4%.

Route 556

- No disparate impact - the change impacts an area with a minority population of 35.9%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.7%, lower than the Sound Transit District average of 16.4%.
-

What did we hear from the public?

- Some comments wished to see routes 555 and 556 return retained and expressed disapproval of making a transfer to reach Northgate.
- Others stressed the importance of frequent Link connections to making transfers work well.

Notable quote:

"Maybe match the frequency of link with bus routes where transfer to link or bus is necessary. For example, 556 during peak hours is only 30 mins and link is every 15 mins. I know from experience pre-pandemic, the bus gets very full and barely any sitting, the timings were awkward (6:58 and then 7:12 and then 7:24am from Issaquah). Sometimes bus does not arrive at expected time. That causes issues to my reaching work on time. Increasing frequency of this bus route and matching a bit with the link would help a lot."

- Overall, more respondents approved of the changes to routes 555 and 556 than opposed them. However, it must be noted the draft service plan proposed truncating Route 555 near U District Station instead of eliminating it entirely. The draft plan survey response to the question

  "Once the Northgate Link Extension opens in the fall of 2021, we'll shift ST Express bus service to better serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs?" is shown below:

Route	Yes*	No*	Count
555	43%	25%	56
556	44%	22%	59

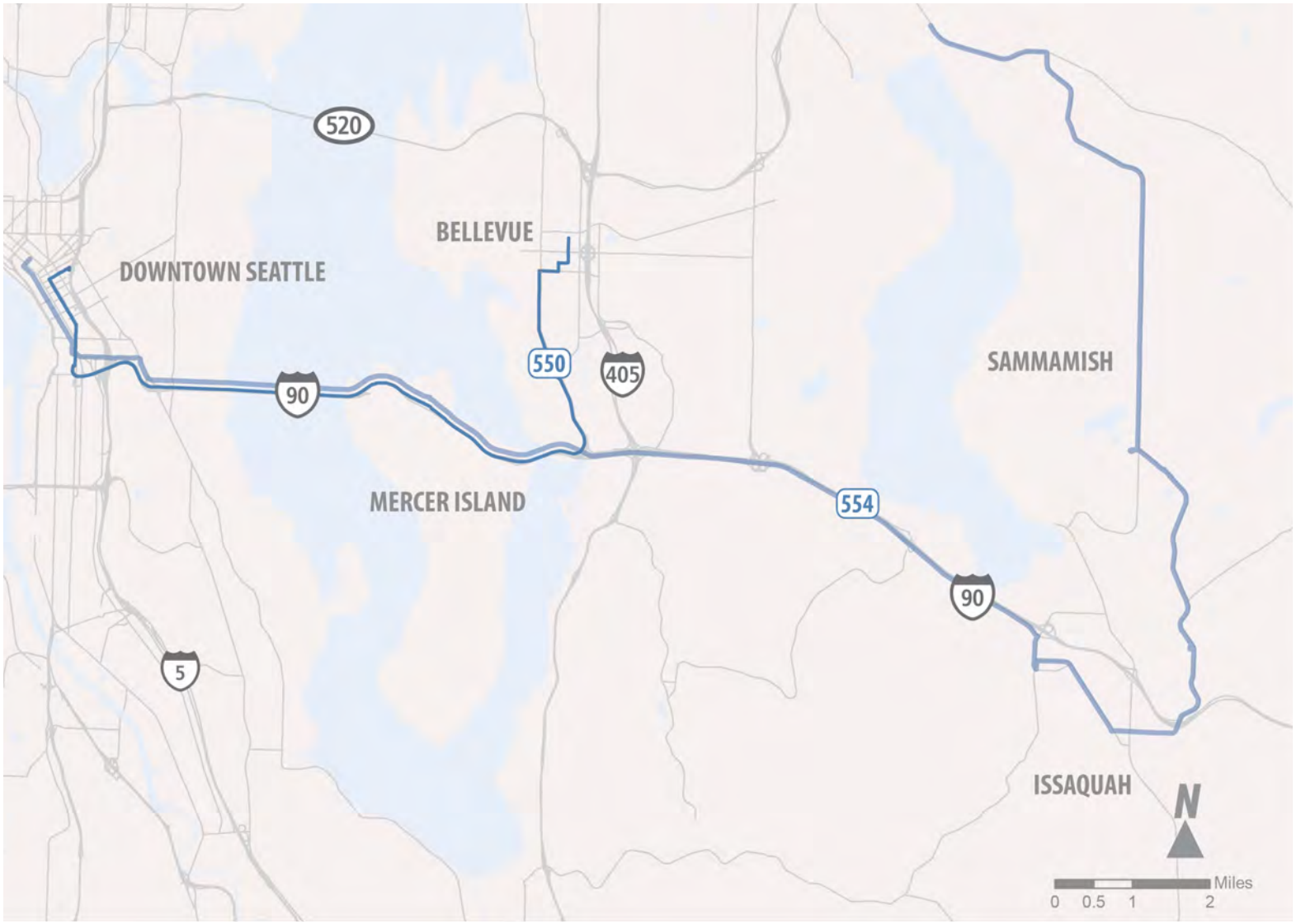
**The remainder of respondents indicated "I don't know" or "Not Applicable".*

How has the plan changed since the initial proposal?

Originally, Route 555 had been proposed for restoration in September 2021. However, in further coordination with KCM, Sound Transit would like to use the funds to restore service on Route 586. King County Metro operates Route 271 provides frequent connections between the U-District and Bellevue, with a stop pattern very similar to what a Route 555 truncating in the U-District would provide. Recently King County Metro has begun operating Route 271 with higher capacity coaches, negating much of the anticipated need of 555 to provide supplemental capacity in this corridor.

Routes 550/554 — Seattle – East King County via I-90

Current & 2021 Route Map



Route 550: Bellevue – Seattle

Upcoming Service Changes

- **September 2020:** No changes. Maintain full service
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 550	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM rush	5 min.	7 min.	7 min.	7 min.
	Midday	15 min.	15 min.	15 min.	15 min.
	PM rush	5 min.	7 min.	7 min.	7 min.
	Evening	30 min.	30 min.	30 min.	30 min.
	Late evening	60 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	15 min.	15 min.	15 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 554: Issaquah – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 54 to 38. Midday service suspended.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 554	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM rush	15 min.	15 min.	15 min.	15 min.
	Midday	20 min.	20 min.	20 min.	20 min.
	PM rush	15 min.	15 min.	15 min.	15 min.
	Evening	60 min.	60 min.	60 min.	60 min.
	Late evening	60 min.	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Title VI Evaluation

Route 550

- The change in weekly platform hours of 14.4% is below the major service change threshold of 25%. Therefore there is no disparate impact or disproportionate burden.

Route 554

- The change in weekly platform hours of 0.9% is below the major service change threshold of 25%. Therefore there is no disparate impact or disproportionate burden.

What did we hear from the public?

- Some comments expressed concerns of reduced 550 service and the potential for overcrowding
- One comment requested later evening service to the Isaquah Highlands.
- Notable feedback from draft service plan: *"The length of time that physical distancing will be required is unknown; demand for transit may be high in fall 2021; ST services should provide short waits; the fiscal rationale for the anemic service levels in the SIP were not explained. ST spends relatively little on service and should spend more."*

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Why are we proposing these changes?

- Service adjustments in September 2020 were necessary on Route 550 in order to preserve coverage to all areas of the system and conserve resources as a result of the COVID-19 pandemic.
- In March 2021, service levels on Route 550 from September 2020 would be maintained because ridership is not expected to rebound significantly through 2021 as many office workers continue to work remotely.
- Route 554 would maintain full service in order to maintain coverage on the I-90 corridor, where alternate routes at King County Metro have been impacted.

What does this mean for riders?

Benefits

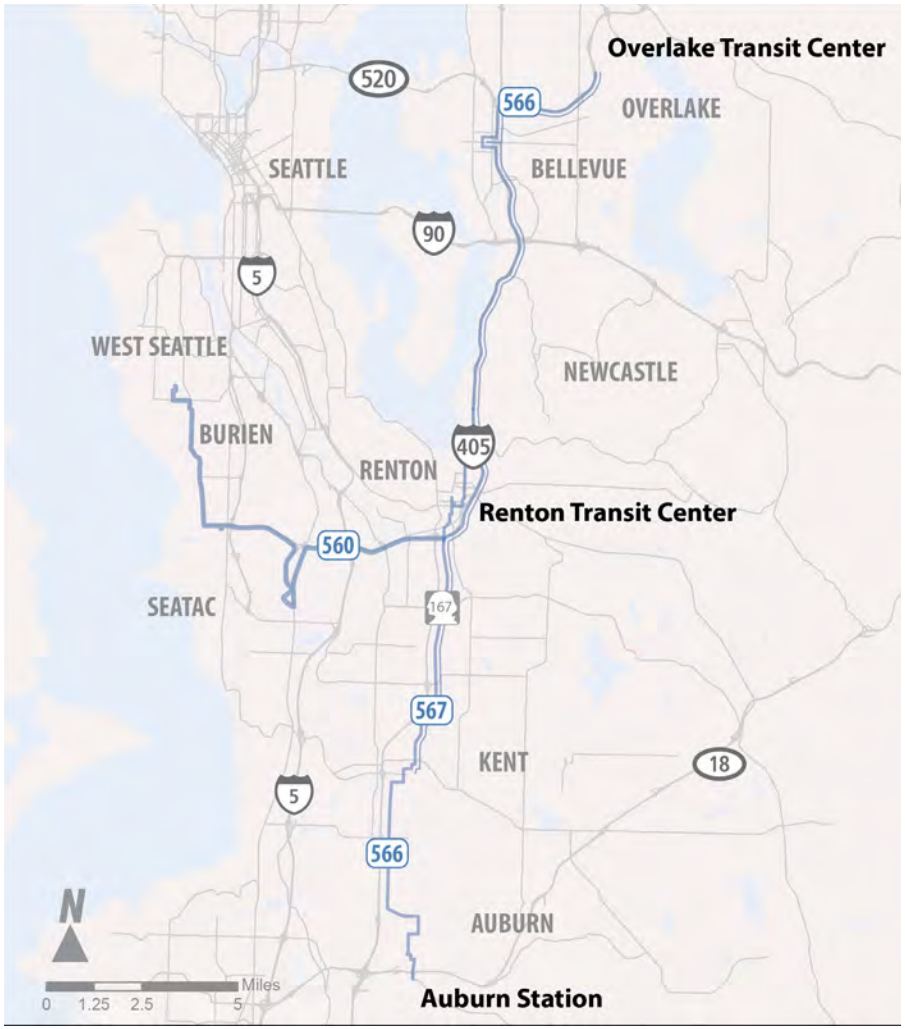
- Route 550 coverage would be maintained.
- Route 554 would maintain full service.

Tradeoffs

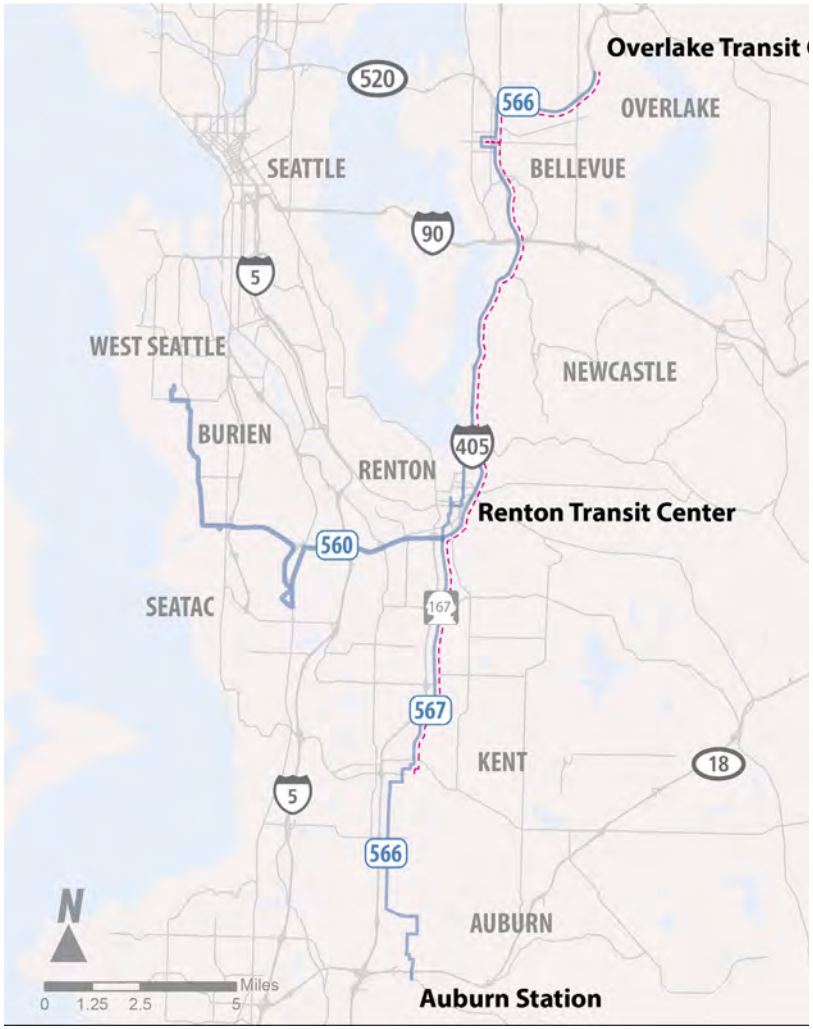
- Route 550 riders would experience 1-2 minute longer wait times at the peak hour.

Routes 560/566/567 South King County – Bellevue/Overlake

Current Route Map



Future (2021) Route Map



Route 560: Bellevue – SeaTac – West Seattle

Upcoming Service Changes

- **September 2020:** No changes. Maintain full service
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 560	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM, AM rush	30 min.	30 min.	30 min.	30 min.
	Midday, PM rush	30 min.	30 min.	30 min.	30 min.
	Evening, Late evening	60 min.	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.	60 min.
How often do buses run on Sundays?	All day	60 min.	60 min.	60 min.	60 min.

Route 566 (Weekdays only): Auburn – Bellevue – Overlake

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 54 to 38. Midday service suspended.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 566	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	40 min.	40 min.	40 min.
	AM Rush	15 min.	20 min.	20 min.	20 min.
	Midday	60 min.	--	--	--
	PM Rush	15 min.	20 min.	20 min.	20 min.

Route 567 (Rush hour only): Kent – Bellevue – Overlake

Upcoming Service Changes

- **September 2020:** Service suspended.
- **March 2021 *Proposal*:** Service remains suspended.
- **September 2021 *Proposal*:** Service remains suspended

Route 567	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	AM Rush	20 min.	--	--	--
	PM Rush	20 min.	--	--	--

Why are we proposing these changes?

- Route 567 primarily serves commuters, and ridership on this route is not expected to rebound in 2021 due to workers continuing to work remotely.
- Service adjustments in September 2020 were necessary to preserve coverage on South King County routes.
- In March 2021, service levels from September 2020 would be maintained because ridership is not expected to rebound significantly on many routes through 2021.

What does this mean for riders?

Benefits

- Suspending Route 567 allows for greater frequency and coverage on Routes 560 and 566 than would otherwise be possible.

Tradeoffs

- Riders traveling between Auburn and Renton during the midday would need to use King County Metro Route 160 between Auburn, Kent, and Renton or Route 153 between Kent and Renton to connect to Route 560.
- Riders traveling between Kent and Bellevue/Overlake in peak hours would need to use Route 566, which would add up to 13 minutes of travel time in the evening rush hour.

Title VI Evaluation

Route 567

- Disparate impact - the change impacts an area with a minority population of 54.6%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.9%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disparate impact, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

- Some riders expressed dissatisfaction on the reduced service levels of Route 566.
- One comment wished to extend 566/567 beyond their current termini in order to provide better coverage of outlying areas.

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Route 574 — Lakewood – SeaTac Airport

Current & 2021 Route Map

Route 574: Lakewood – SeaTac Airport

Upcoming Service Changes

- **September 2020:** Maintain 76 daily weekday trips (no change).
- **March 2021 *Proposal*:** Maintain 76 daily weekday trips (no change).
- **September 2021 *Proposal***: Maintain 76 daily weekday trips (no change).

Route 574	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.
	AM Rush	30 min.	30 min.	30 min.
	Midday	30 min.	30 min.	30 min.
	PM Rush	30 min.	30 min.	30 min.
	Evening	30 min.	30 min.	30 min.
	Late Evening	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	Morning	60 min.	60 min.	60 min.
	Afternoon	30 min.	30 min.	30 min.
	Evening	60 min.	60 min.	60 min.
How often do buses run on Sundays?	Morning	60 min.	60 min.	60 min.
	Afternoon	30 min.	30 min.	30 min.
	Evening	60 min.	60 min.	60 min.

Why are we proposing no changes?

Compared to other routes, ridership declined the least on Route 574 between July 2019 and July 2020. As such, ridership demand remains comparatively high.

What did we hear from the public?

Some comments indicated a desire for later Route 574 trips from SeaTac, with requests ranging from until 2AM through all-night.

What does this mean for riders?

Benefits

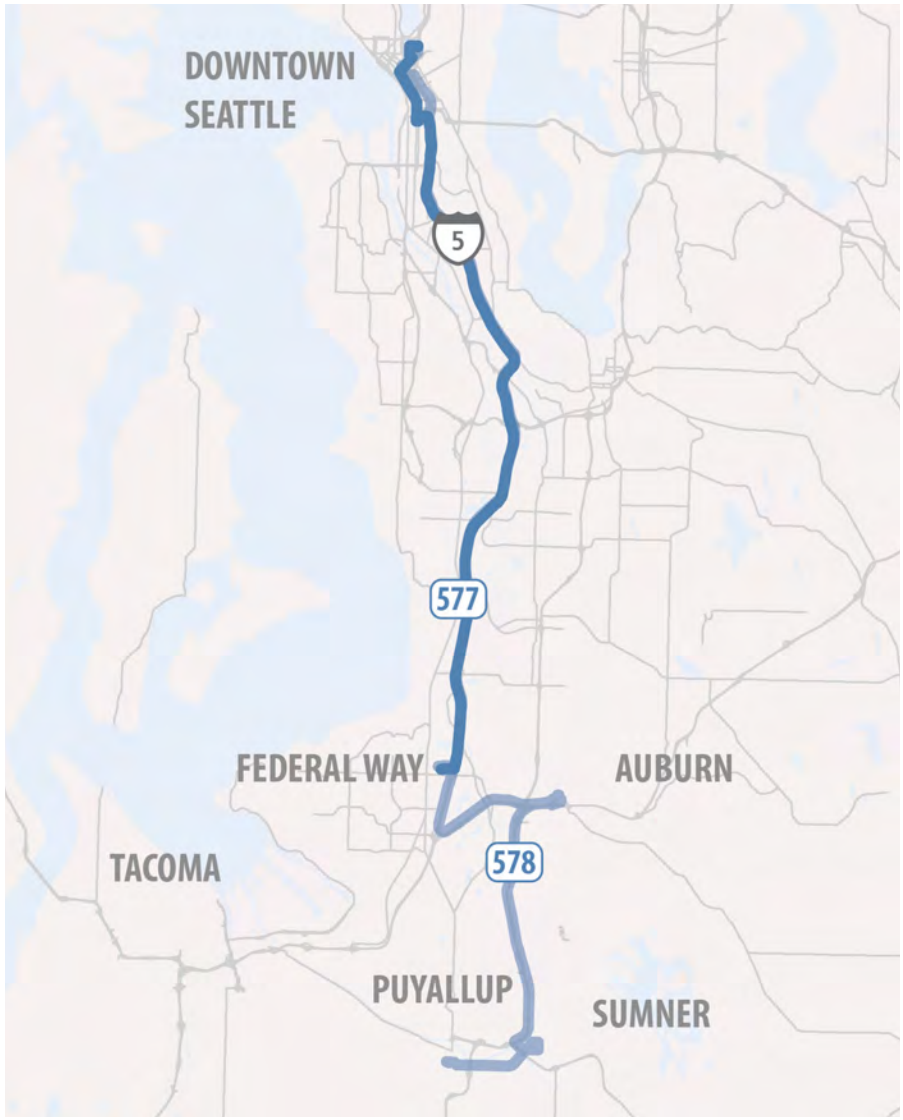
- Routes 574 would continue to operate without changes.

How has the plan changed since the initial proposal?

We made no changes from the initial proposal on Route 574. However, our updated proposal allows customers during the rush hour traveling between Federal Way and Tacoma Dome to use Route 586 as an option between the two locations.

Routes 577/578 South King County/Puyallup/Sumner – Seattle

Current & 2021 Route Map



Route 577 (Rush hour & weekends only): Federal Way – Seattle

Upcoming Service Changes

- **September 2020:** Trips were re-scheduled to better coordinate service with Route 578 between Seattle and Federal Way. Southbound departures have a combined frequency of every 10-15 minutes after 11:30 am. The number of trips remained the same.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal***: Maintain September 2020 service levels.

Route 577	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	15 min.	15 min.	15 min.
	AM Rush	8 min.	8 min.	8 min.
	Midday	-	30 min.	30 min.
	PM Rush	9 min.	10-20 min.*	10-20 min.*
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.
How often do buses run on Sundays?	All day	60 min.	60 min.	60 min.

*During the PM Rush Hour, combined frequency between Route 577 and Route 578 is every 10 minutes between Seattle and Federal Way.

Route 578: Puyallup – Seattle

Upcoming Service Changes

- **September 2020:** The number of daily weekday trips was increased from 55 to 62, providing additional southbound service during the afternoon rush hours (Route 578 previously did not operate southbound during the afternoon).
- **March 2021 *Proposal*:** Maintain September 2020 increased service levels.
- **September 2021 *Proposal***: Maintain September 2020 increased service levels.

Route 578	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	120 min.	120 min.	120 min.
	AM Rush	30 min.	30 min.	30 min.
	Midday	30 min.	30 min.	30 min.
	PM Rush	30 min.	30 min.	30 min.
	Evening	30 min.	30 min.	30 min.
	Late Evening	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.
How often do buses run on Sundays?	All day	60 min.	60 min.	60 min.

What did we hear from the public?

- Some riders appreciated increased 578 service in the PM peak period
- Several comments noted, however, that increased bus service was not a suitable substitute for reduced Sounder service.
- Representative quote: *"I like the idea of more 578 buses but not necessarily reducing sounder service since the Sounder is faster and bypasses traffic."*

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Why are we proposing these changes?

- With the suspension of some Sounder trips, service would be added to Route 578, providing options between Seattle, Auburn, Sumner, and Puyallup when Sounder is not running.
- Compared to other routes, Routes 577 and Route 578 has experienced less declines in ridership.

What does this mean for riders?

Benefits

- Routes 577 and 578 would continue to have full service with additional southbound trips in the afternoon rush hour.

Tradeoffs

- Route 578 trips may be more full with riders who previously used suspended trains to access Auburn, Sumner and Puyallup stations.

Routes 586/590/592/594/595 — Pierce County – Seattle

Current

Future Route Map

Summary of Changes

UPDATED Route 586

- REVISED: To improve performance on the route and to mitigate suspension of KCM Route 197, introduce stop at Federal Way Transit Center ~~Discontinue Service~~

Route 590

- Improve frequency to accommodate ridership demand

Route 592

- No changes

Route 594

- No changes

Route 595

- Add stop at Tacoma Dome

UPDATED Route 586 (Rush hour only) : Tacoma – University District

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 16 to 14.
- **March 2021 *Proposal*:** Maintain September 2020 levels. Add stop at Federal Way Transit Center.
- **September 2021 *Proposal*:** ~~Discontinue Service.~~ Continue September 2020 levels with stop at Federal Way Transit Center.

Route 586	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM Rush	30 min.	30 min.	30 min.	30 min.
	PM Rush	30 min.	30 min.	30 min.	30 min.

Route 590 (Rush hour only) : Tacoma – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 76 to 61.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 590	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	10 min.	15 min.	10 min.	10 min.
	AM Rush	8 min.	8 min.	8 min.	8 min.
	PM Rush	6 min.	8 min.	6 min.	6 min.

Route 592 (Rush hour only) : DuPont/Lakewood – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 31 to 24.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 592	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM Rush	15 min.	20 min.	20 min.	20 min.
	PM Rush	15 min.	20 min.	20 min.	20 min.

Route 594 : Lakewood – Seattle

Upcoming Service Changes

- **September 2020:** Continue operating full service with 66 daily weekday trips.
- **March 2021 *Proposal*:** Maintain September 2020 service levels.
- **September 2021 *Proposal*:** Maintain September 2020 service levels.

Route 594	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 595 (Rush hour only): Gig Harbor – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 10 to 6.
- **March 2021 *Proposal*:** Continue September 2020 levels. Add new stop at Tacoma Dome Station.
- **September 2021 *Proposal*:** Continue September 2020 levels with stop at Tacoma Dome Station.

Route 595	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM/AM Rush	30 min.	60 min.	60 min.	60 min.
	PM Rush	30 min.	60 min.	60 min.	60 min.

Why are we proposing these changes?

- ***The original Route 586 proposal sought to reduce duplication in services and reinvest in Route 590 service to Seattle. However, the overwhelming majority of comments looked to keep this service. To improve productivity of the corridor and to relieve ridership demand on Route 577 during peak periods, Route 586 would add a stop at Federal Way Transit Center.***
- Routes 590 and 594 had higher ridership compared to other routes during the COVID-19 pandemic. As such, Routes 590 and 594 would continue to have higher levels of service.
- Route 595 has both historically and currently had low ridership. Adding a stop at Tacoma Dome Station would allow for additional capacity on the Seattle-Tacoma corridor while conserving resources. Currently Pierce Transit 102, which operates between Gig Harbor and Tacoma, is suspended. Adding a stop at Tacoma Dome Station would provide a replacement for this suspended route.

What does this mean for riders?

Benefits

- Route 595 serving Tacoma Dome Station would restore a service option between Gig Harbor and Tacoma, which has remained suspended (Pierce Transit 102).
- Routes 590/594 would continue to have high levels of service throughout the day, matching the demand on these routes.
-

Tradeoffs

- Route 592 passengers would have longer wait times.
- Route 595 passengers would experience fuller trips and slightly longer trip times with the additional stop.
- Route 586, which is now restored, would also make a stop at Federal Way and have longer travel times between Tacoma and the U District

Title VI evaluation

Route 586

- Disparate impact - the change impacts an area with a minority population of 45.4%, higher than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 33.7%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of both a disparate impact and disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 592

- Disparate impact - the change impacts an area with a minority population of 47.1%, higher than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 25.4%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of both a disparate impact and disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 595

- No disparate impact - the change impacts an area with a minority population of 35.5%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 19.7%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

Route 586

- We received over 50 comments related to the elimination of Route 586 in the draft service proposal, most of which requested Sound Transit maintain Route 586.
- When asked whether changes to bus service related to the Northgate Link Extension met their needs, 47% of Route 586 riders indicated “No” compared to 25% for “Yes”. The remainder indicated “I don’t know” or “Not applicable”.

Representative comments:

- *“Keep the 586, even if it is fewer trips a day. The 590 + light rail isn’t really an equal replacement when counting the time it takes to disembark, cross the tracks, wait for a light rail, etc. Particularly when the light rail has had some issues with overcrowding and disrupted service in the past.”*
- *“Commuting from the south sound (Tacoma) to the UW can be very complex without bus 586. Please keep in mind how many people currently (and in the future) commute from the south to the UW for employment, school and medical care.”*

Routes 590/592/594/595

- Most comments actually expressed concern regarding reduced Sounder service, and desired the restoration of pre-pandemic of bus and train service levels.
- One comment expressed approval of deviating Route 595 to Tacoma Dome Station.

How has the plan changed since the initial proposal?

Originally, we had proposed discontinuing Route 586. Due to a strong response for customers uncomfortable with the transfer, our new proposal is to retain September 2020 service levels on Route 586 while introducing a new stop at Federal Way Transit Center in order to accommodate passengers who previously rode the now-suspended Route 197.

Appendix - 2021 Service Plan Survey Responses

Current ridership trends

How has your transit use changed due to COVID-19 pandemic? n= 1,506

Response	Percent	Responses
My transit use hasn't changed	20.3%	306
I use transit less frequently	35.5%	534
I no longer use transit at all	41.4%	623
I did not use transit before	2.9%	43

Why has your transit use changed or not changed due to the COVID-19 pandemic? n=1,470

Response	Percent	Responses
My transit use has changed because I'm making fewer trips. (Example: I'm teleworking.)	68%	1,000
My transit use has changed because I'm using another travel mode. (Example: I'm driving to work instead of taking the bus.)	27%	395
My transit use has not changed because I use transit for everyday necessities. (Example: I still use the bus to travel to work and to the grocery store.)	21%	308

How did you get to your ST transit stop before COVID-19? n=1,411

Response	Percent	Responses
Walked	56.7%	800
Biked	10.3%	145
Connected by bus	36.9%	521
Parked personal vehicle at transit location	32.6%	460
Water taxi / ferry	1.4%	20
Dropped off by someone else	12.6%	178
Carpool/vanpool	2.5%	35
other (write in): Responses included driving to transit stop, taking rideshare and using Via to Transit.	3.3%	46

How did you get to your ST transit stop now? n=1,225

Response	Percent	Responses
Walk	54.4%	666
Bike	8.4%	103
Connecting by bus	23.6%	289
Park personal vehicle at transit location	25.2%	309
Water taxi / ferry	0.9%	11
Drop off by someone else	9.5%	116
Carpool/vanpool	0.9%	11
other (write in): Responses indicated they are not taking transit now	13.8%	169

How do you think you'll use transit in the future when pandemic conditions improve? n=1,462

Response	Percent	Responses
I used to commute daily on transit, but I think I'll only go to work a few days a week or much less often.	33.5%	490
I'll use transit the same as today, and potentially more.	53.8%	787
I don't think I'll use transit regularly.	12.7%	185
I don't think I'll use transit for commuting, but I will use it for running errands or accessing services.	10.5%	153

Where do you travel on transit? n=1,315

Response	Percent	Responses
Work or school	82.1%	1,079
Shopping (grocery stores, retail stores, malls, etc.)	41.8%	550
Recreation or entertainment (parks, movie theaters, etc.)	53.5%	704
Medical services (hospitals, doctor appointments, dentist, etc.)	38.8%	510
Other services (libraries, food banks, etc.)	27.2%	358
Other - Write In: Responses included airport, events/ sports games and visiting friends/family	7.9%	104

What days of the week and times of day do you typically use transit? n=1,305

Response	Percent	Responses
Monday - Friday	95.1%	1,241
Saturdays	47.7%	623
Sundays	37.8%	493

How do you usually pay for your bus ride? n=1,350

Response	Percent	Responses
Employer-provided ORCA	53.1%	717
ORCA account that I pay for (does not include ORCA LIFT)	36.3%	490
Student ORCA	2.5%	34
ORCA LIFT	3.9%	52
Cash	3.3%	45
Human Services tickets	0.1%	2
Transit GO Ticket app	0.9%	10

Service Plan Proposal

How understandable was the information presented in our 2021 Service Plan proposal? n=1,351

Response	Percent	Responses
Completely confusing	3.3%	45
Somewhat confusing	10.4%	141
Somewhat understandable	35.2%	476
Completely understandable	43.4%	586
Don't know	7.6%	103

Can you explain why you selected that answer? n=414

- People who found the information somewhat understandable or completely understandable noted the following:
  - Unfamiliar with some of the routes.
  - Information was too hard to understand, complicated, included too much jargon.
  - Maps or visuals could have helped.
  - Request for new schedules, identification of specific changes, and the reasoning behind the reductions.
  - People who found the information somewhat confusing or completely confusing noted the following:
  - Information was too long, too complicated, used jargon, and was not understandable to the average rider.
  - Hard to understand the changes, side-by-side tables of existing and proposed would have been helpful.
  - Including maps or visuals alongside information would have helped many people understand the information.
- People who answered "I don't know" or left the question blank noted the following:
  - Didn't read the information: It was too long, information was too intimidating or didn't have time to read it.
  - Don't ride those routes so not applicable to them.

Proposal feedback

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District).

Do the updated transit options in this proposal meet your travel needs? n= 1,361 (+13 in-language responses)

Response	Percent	Responses
Yes	27.5%	374 (+5 in-language)
No	14.8%	202 (+2 in-language)
I don't know	17.6%	240 (+3 in-language)
Not applicable	40.0%	545 (+4 in-language)

Of those who answered no, the updated transit options in the proposal does NOT meet travel needs:

- Minorites: those who consider themselves Hispanic/Latinx, Black or African American, Asian or Asian American, Native Hawaiian or other Pacific Islander, and/or American Indian or Alaskan Native (n= 99, including in-language responses)
  - Many have employer-provided ORCA cards, however, others have an ORCA account they pay for themselves that does not include ORCA LIFT.
  - Many found the information provided by the service plan to be somewhat understandable, with others finding the information

completely understandable – though several marked somewhat confusing and a few marked completely confusing.

- Suggestions included adding graphics and using minimal text.
- Improve presentation of information by clearly showing the differences.

- Many have been negatively affected by the emergency reductions due to COVID, stating unreliable travel times, increased commute times, and over-crowded buses.
- Preference for direct routes and minimal transfers.
- Preference for routes 510, 511, 512, 513, 522 to keep current service.
- Request for increased frequency of Link light rail and Sounder train.
- Request for evening and weekend services for light rail and buses.

- Low English Proficiency: those who answered “Not very well” or “Not at all” regarding how well they speak English (n= 10, including in-language responses)
  - Payment method is a mix of employer-provided ORCA card, ORCA LIFT, Transit GO ticket app, and cash.
  - Many found the information provided by the service plan to be somewhat to completely understandable, while a few found the information somewhat confusing.
  - Many have been negatively affected by the emergency reductions due to COVID, stating unreliable travel times.
  - Preference for direct routes, with specific call-out to routes 513 and 522.
  - Request for increased weekend service for route 512.
- Low-income: based on number of persons in household under 150% poverty level (n= 19, including in-language responses)

Persons in household	<150% poverty level
1-person household	$19,140
2-person household	$25,860
3-person household	$32,580
4-person household	$39,300
5-person household	$46,020
6-person household	$52,740

o Many have an ORCA account they pay for themselves that does not include ORCA LIFT.

o Many found the information provided by the service plan to be somewhat to completely understandable, though a few marked somewhat to completely confused.

 Suggestions included the need for explaining connections with display of current and proposed times of services.

o Many have been negatively affected by the emergency reductions due to COVID, stating unreliable transit service and concerns for safety.

o Preference for direct routes to downtown Seattle, highlighting the need for service expansion and not shifting of services.

o Request to keep the same services (current bus routes).

o Request for more frequent services across the board.

o Concerns of increased travel times with proposed plan.

Responses sorted by bus routes

Below are the overall themes from the comments received for each open-ended question, organized by bus route. Survey respondents could choose more than one route so open-ended comment responses may be captured in several different routes.

Route 510 - 116 responses

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 115

- 39 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 34

- Preference for keeping direct service from Everett to downtown Seattle.
- Request for more parking.
- Request for more frequent ST Express trips before 6 a.m. and after 7 p.m.
- Fewer transfers are better for those who need ADA assistance; transfers can lead to longer wait times and more difficult/challenging commutes for those with ADA needs.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 50

- Preference to keep direct routes to Seattle.
- Request for more frequent Link light rail service.
- Request for more reliable departure times for any service schedule.
- Request for more commuter routes accessible on foot.
- Interest in expanding service to better connect cities in Snohomish County.
- Concern that transfer at Northgate will increase travel time significantly.
- Excitement for more Link light rail service and opening of the Northgate station.

How have the emergency reductions in service due to COVID-19 affected you? n= 79

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about planning their transit trips: Trips take longer, transit is less reliable, they wait longer during transfers, and long transfer times feel unsafe late at night. Transit reductions have been painful.
- People feel less likely to take transit because it is less reliable.
- Concerns about safety riding transit during a pandemic.
- Buses are over-crowded.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 56

- Preference for continued direct service to/from Seattle on route 510.
- Request for more frequent trips (ST Express buses, Link light rail, and Sounder).
- Request for restrooms at light rail stations.
- Request for more reliable schedules.
- Request to not drop the 145th Street stop on north-end routes.
- Request for secure bike parking at a variety of locations, including

transit centers and park and rides.

- Request for better connections between Mukilteo and Lynnwood/ Northgate.

Do you have any additional comments on the proposed service changes? n= 44

- Many responses noted they did not have additional feedback.
- Request for more transit service all hours of the day.
- Request for more midday frequency on Link light rail service.
- Concern over Sounder North reductions; preference for service up to eight (8) trips.
- Concern for riders residing in Edmonds if Sounder North line is reduced.

Route 511 - 124 responses

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 122

- 44 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 41

- Preference for more direct routes to downtown Seattle and eliminate transfers.
- Request for more connections to University District in Seattle.
- Concern over increased travel times with proposed changes.
- Preference to keep service as-is.
- Request for increased frequency of services.
- Request for more direct services between downtown Seattle, Lynnwood, and/or Mountlake Terrace centers.
- Request for more parking.
- Request for early morning and late evening express trips.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 59

- Some riders expressed support or understanding for transfers to Northgate Link
- Many riders expressed preference for direct routes to downtown Seattle.
- Request for agency partnership to expand VIA shuttle service.
- Request for increased frequency of Link light rail.
- Request for better notification of service changes.

How have the emergency reductions in service due to COVID-19 affected you? n= 86

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Some riders have shifted to using personal vehicles or bike to travel.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail and lack of mask enforcement.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 60

- Many responses noted no additional feedback.
- Request to provide more reliable schedules.
- Preference for fastest/most-direct routes.
- Request for increased Sounder services.
- Request for public restrooms at Link light rail stations.
- Concern for Mukilteo and Edmonds riders due to fewer Sounder runs.
- Some survey users noted they are unable to see the chart with proposed service changes via mobile view.

Do you have any additional comments on the proposed service changes? n= 44

- Many responses noted no additional feedback.
- Request to expand VIA service to all Link light rail stations.
- Request for additional services throughout the day to accommodate hospital, airport, or other 24-hour entities.
- Request for increase of Sounder train frequency.
- Concern over rerouting to transfer to light rail.

Route 512 - 225 responses

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 222

- 63 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 59

- Preference for direct routes to downtown Seattle.
- Concern over increased travel time with proposed service changes.
- Frustration over lack of reliability of light rail.
- Preference for Route 512 to stop at NE 145th.
- Concern over ADA accessibility with proposed transfer changes.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 96

- Some riders expressed support and understanding for bus to light rail transfers.
- Many riders prefer direct routes with minimal to no transfers.
- Concern over number of buses running through the Mountlake Terrace freeway station; stating ADA accessibility needs.
- Request to expand services to better connect other cities in Snohomish County.
- Request for increased frequency of services.
- Request to improve weekend services.

How have the emergency reductions in service due to COVID-19 affected you? n= 157

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Many riders noted changes have not affected them.
- Some riders have shifted to using personal vehicles or bike to travel.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail and lack of mask enforcement.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 104

- Many responses noted no additional feedback.
- Some survey users could not view the chart of proposed service changes.
- Request to keep the 145th Street stop.
- Request for better connections between Mukilteo and Lynnwood/ Northgate.
- Concern over fares during transfers.
- Preference for direct routes to downtown Seattle.
- Request to increase North and South Sounder capacities.

Do you have any additional comments on the proposed service changes? n= 79

- Many responses noted no additional feedback.
- Concern over Sounder North reductions.
- Request for better midday frequency for Link light rail.
- Frustration over proposed bus to light rail transfers.
- Appreciation for making Title VI impacts more prominent.
- Request for increased early morning, late evenings, and weekend services.

Route 513 - 71 responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 70

- 24 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 23

- Preference for direct service from Everett to downtown Seattle.
- Request for more connections to the University District.
- Request for more stops at Mountlake Terrace freeway station.
- Preference for fewer transfers, especially for ADA accessibility.
- Frustration with over-crowded buses.
- Request for increased frequency of services.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 34

- Some riders expressed support and/or understanding for bus to light rail transfers to decrease congestions.
- Many riders prefer direct routes with minimal to no transfers.
- Request for increased midday service (hourly frequencies) for Route 513.

How have the emergency reductions in service due to COVID-19 affected you? n= 51

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Many riders noted changes have not affected them.
- Some riders have shifted to using personal vehicles or bike to travel.

- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail and lack of mask enforcement.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 35

- Many responses noted no additional feedback.
- Some survey users could not view the chart of proposed service changes.
- Request to keep 145th Street stop.
- Request for more reliable schedules.
- Preference for fastest, most direct route with minimal to no transfers.

Do you have any additional comments on the proposed service changes? n= 27

- Many responses noted no additional feedback.
- Restore 1705 and 1510 trains.
- Request for more transit service throughout the day to better serve hospitals, airports, and other 24-hour entities.
- Preference to keep direct routes.
- Request for more frequent services four Route 513, more park and rides, and rapid bus transit.
- Concern over Mukilteo and Edmonds riders to mitigate reduced Sounder services.

Route 522 - 141 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 140

- 40 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 36

- Preference for current service.
- Request for 522 to run to University District.
- Request for more frequent Link light rail service.
- Preference for direct routes, without a transfer to light rail.
- Request for better service between Bothell and Bellevue on the weekends.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 72

- Interest in interactive map of bus routes.
- Interest in earlier Link light rail operation.
- Interest in increased frequency of routes servicing Snohomish County.
- Interest in increase of Link light rail frequency; with less than 6 to 8-minute intervals during peak hours and 10 to 15-minute intervals during off-peak hours.
- Preference for station amenities to include adequate room/ accommodation for car-based drop-offs, covered and secure bicycle stands, and parking.
- Interest in weekend Bothell-Kenmore-Northgate routes.
- Frustration over current unreliable wait times of Link light rail.

- Concern over proposed changes lengthening riders' commute times.
- Concern over required transfer at Roosevelt Station increasing commute times and will not be accessible for all riders.

How have the emergency reductions in service due to COVID-19 affected you? n= 103

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 68

- Many responses indicated no additional suggestions.
- Preference for more reliable schedules.
- Interest in adding shuttle from Renton Transit Center to Rainier Beach light rail station.
- Preference to not reduce frequency of service across all systems.
- Preference to keep Route 522 as-is.
- Interest in increasing Link light rail frequency, especially off-peak and weekends.
- Concern over accessibility of transfers.

Do you have any additional comments on the proposed service changes? n= 51

- Many responses noted they did not have additional feedback.
- Concern over catching the Sounder South in the evenings.
- Interest in adding shuttle to Rainier Beach light rail station from Renton Transit Center.
- Comment on the financial burden to low income and disabled riders to be forced onto light rail.
- Preference to streamline service; concern over Route 522 adding a transfer at Roosevelt since it will require a walk between bus and station.
-

Route 542

- 103 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 100

- 17 people indicated the updated transit options would NOT fit their needs.
- If no, what would make service work better for you? n= 16
- Preference to keep the current service unchanged.
- Preference for increased frequency of Link light rail service.
- Interest in increased frequency of Route 542, preferably every 5 – 10 minutes.
- Interest in more connections to the University District in Seattle.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 38

- One rider indicated preference for shortening Route 542, with request to partner with SDOT to considering putting bus-only lanes on 15th Ave NE.
- Request for fare cost transparency.
- Request for simplified version of Service Implementation Plan, with graphics and minimal text in addition to the formal document.
- Request for adequate bike lockers at Roosevelt station.

How have the emergency reductions in service due to COVID-19 affected you? n= 67

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about planning their transit trips: Trips take longer, transit is less reliable, they wait longer during transfers, and long transfer times feel unsafe late at night. Transit reductions have been painful.
- People feel less likely to take transit because it is less reliable.
- Frustration over 30 minutes wait times between Link light rail ride times.
- Concerns about safety riding transit during a pandemic.
- Comment about how low-income community affected due to no longer wanting to use transit.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 38

- Many responses noted they did not have additional feedback.
- Request for Link light rail frequency to be consistent all day and into the late evening.
- Request for increased frequency across all services.
- Request to consider low-income communities who do not have vehicles and rely solely on public transit; consider offering pick-up ORCA lift service similar to DART/ADA buses.
- Many responses noted they could not view the chart included.

Do you have any additional comments on the proposed service changes? n= 28

- Many responses noted they did not have additional feedback.
- Preference for increased frequency of Link light rail service.
- Preference to not reduce Sounder North or South services.

- Request to invest more in South King County and Pierce County.
- Request for flexibility as pandemic issues ease; concern over locking into low-service levels through the end of 2021 without exception.
-

Route 555

- 57 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=56

- 14 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=14

- Preference for one-seat ride with no transfers.
- More frequent bus and light rail service.
- Request that 555/556 service remain unchanged until East Link opens.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=24

- Interest in more frequent Link light rail service (10-minute headways or less).
- Interest in direct bus routes because of added transit time when transferring from bus to light rail.
- Preference for more bus service during off-peak times to serve people shopping or traveling to jobs that are not typical 9-5 jobs.
- Interest in shuttles or Via-type service to get people to bus stops or train stations.

How have the emergency reductions in service due to COVID-19 affected you? n=38

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about planning their transit trips: Trips take longer, transit is less reliable, they wait longer during transfers, and long transfer times feel unsafe late at night. Transit reductions have been painful.
- People feel less likely to take transit because it is less reliable.
- Concerns about safety riding transit during a pandemic.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=22

- Interest in more Sounder trips.
- Request to serve Microsoft campus directly to limit amount of time riders (especially women) need to walk for safety reasons.
- Request for restrooms at light rail stations.
- Request for reliable next bus or train arrival information.
- Interest in on-demand shuttle service to serve bus stops and train stations.
- Interest in citizen support rather than law enforcement.
- Some survey users noted they are unable to see the chart with proposed service changes.

Do you have any additional comments on the proposed service changes? n=13

- Many responses noted they did not have additional feedback.
- Request for increased service in downtown Bellevue.

- Interest in all-day / late at night service for people traveling to the airport or that work in hospitals.
- Request that Sound Transit focus on more mobility over budget concerns.
-

Route 556

- 59 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=59

- 13 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=12

- Preference for one-seat ride with no transfers.
- More frequent bus and light rail service.
- Request that 555/556 service remain unchanged until East Link opens.
- Easier access in getting to / using light rail service for people that are blind.
- Cost of riding light rail is a barrier.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=25

- Interest in more frequent Link light rail service (10-minute headways or less).
- Concern that light rail stations are farther from University District destinations (compared to bus stops).
- Preference for more bus service during off-peak times, including minimizing cuts to routes 554 and 556.

How have the emergency reductions in service due to COVID-19 affected you? n=41

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Former riders are choosing to drive because it is faster.
- Reductions in light rail service make using the light rail much less convenient.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=27

- Request for more Sounder trips.
- Request for no changes to park and ride fees.
- Request for 10-minute or less headways for light rail so that it is more convenient for transfers.
- Request for on-demand transit or van service to serve bus stops and train stations.
- Service proposals do not increase riders' quality of life or make transit convenient.

Do you have any additional comments on the proposed service changes? n=19

- Many responses noting they did not have additional feedback.
- Request that bus arrival times and light rail departure times are better aligned.

- Interest in all-day service.
- Request for more Sounder service.
- Request to keep service on route 586.
- Concern about cost of light rail (more expensive than riding the bus).
-

Route 586

- 36 total responses
- Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=36
- 17 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=15

- Keep the 586 service as-is.
- o Do not want to transfer in Seattle to light rail for safety reasons.
- o Transfers will add more time to people's daily commute.
- o Cannot ride light rail for medical reasons.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=23

- Concern about changes to 586: Direct service is currently very convenient for riders going to UW, transfers would increase commute time for riders, and conveniently serves buildings on UW campus.
- Concern that changes to 586 and similar routes will make it harder for people to travel, especially people that live farther from Seattle where housing is more affordable.
- Request for no changes to 586 until light rail opens between Seattle and Tacoma.
- Concern about overcrowded buses post-pandemic.
- Request to prioritize transit and service changes to serve people with low incomes that have fewer travel choices.

How have the emergency reductions in service due to COVID-19 affected you? n=23

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Former transit riders are driving their cars more because it is faster / more reliable but also costs more in gas.
- People using transit have had to adjust their travel times.
- Concerns about safety riding during the pandemic.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=18

- Request for no cuts to transit service.
- Request for identifying more sources for transit funding.
- Request for on-demand shuttle service to serve bus stops.
- Request for increased service on route 590.

Do you have any additional comments on the proposed service changes? n=13

- Many responses noting they did not have additional feedback.
- Request to not cut service for routes in Tacoma.
- Request for additional Tacoma Dome stop for route 582.
- Request for more all-day service.
-

Other routes

- 185 total responses. Of these, some people chose to write-in the route they typically use. Routes mentioned most frequently included #545, 550, 554, 590 and 594.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=181

- 22 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=20

- Preference for direct routes with no transfers: Included mention of buses directly serving downtown, South Lake Union, and UW. Request for no changes to service on 586, 532, 535, 542.
- More frequent service, including on Link light rail.
- Request to restore 2:35 pm Sounder service.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=82

- Interest in direct routes: People liked having the choice between riding the bus or the light rail (not having to ride both). People also shared concerns about transferring (distance to walk, time it takes and potentially missed connections, less complicated to remain on one bus).
- Interest in more Sounder service: Including early afternoon service, service to meet ridership demand post-pandemic, and need for queue management on Sounder platforms.
- Interest in more frequent Link light rail service: Makes it easier to transfer from buses to light rail.
- Interest in limiting service reductions and maintaining service on various routes: Referenced routes included 544, 513, 542, 590, 586. Request for additional service in Renton, Issaquah and Pierce County.

How have the emergency reductions in service due to COVID-19 affected you? n=139

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about planning their transit trips: Trips take longer, they have to transfer because of service reductions, they wait longer during transfers, it is harder to plan transit travel, and taking transit is more stressful.
- Riders also shared concern about the difficulty in getting to work. Some have to request rides from friends or coworkers or pay for rideshare.
- Former transit riders are driving their personal cars more often.
- People also cited safety concerns about riding transit during the pandemic (not enough mask use and concern about virus spread).

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=95

- Many responses noting they did not have additional feedback.
- Concern about crowded busses and request that drivers prioritize entry for people with disabilities.
- Concern about cost of transfers (between King County Metro and Sound Transit routes).
- People requested more service: Included request for more Sounder trips and more transit service during off-peak hours and weekends to provide more options for riders.

Do you have any additional comments on the proposed service

changes? n=67

- Many responses noting they did not have additional feedback.
- People requested more service: Included request for more Sounder trips and more transit service during off-peak hours and weekends to provide more options for riders.

"Route Left Blank"

650 people did not indicate which route they currently ride.

- Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=120
- 7 people indicated the updated transit options would NOT fit their needs.
- If no, what would make service work better for you? n=4
- More frequent Link light rail service.
- More off-peak bus service, including Sounder service in the afternoon.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=24

- Interest in direct routes: People concerned about longer waits in transferring and noted they were more likely to drive or not take transit.
- Interest in more Sounder service.
- Interest in more service leaving Seattle to minimize wait times in downtown because of safety concerns.
- Interest in more frequent Link light rail service: Headways longer than 10 minutes make the light rail unusable for transferring.

How have the emergency reductions in service due to COVID-19 affected you? n=76

- Riders are teleworking or going to school remotely so the changes have not affected them.
- Former riders choose to drive or not take rideshare.
- Transit trips are hard to plan and not reliable. Trips take longer and people are late to work.
- Preference for more frequent light rail service to minimize transfer time.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=43

- Concern that the chart of changes was not easy to find on mobile devices in the survey.
- Interest in more service to limit crowded buses and providing service later at night.
- Preference for more frequent light rail service (10-minute headways) to minimize transfer time.

Do you have any additional comments on the proposed service changes? n=35

- Many responses noting they did not have additional feedback.
- Some people noted they did not have additional feedback.
- Concern about crowded buses and trains during pandemic.
- Interest in more frequent service and all-day service on light rail. Light rail is used by people making essential trips, not merely for commuters during peak hours.
- Concern about climate impacts if the region cuts transit options.
-
- I don't ride ST express buses

592 people answered they do not ride ST express buses.

- Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=590
- 40 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=32

- More frequent bus and Link light rail service (especially during off-peak hours).
- Request for bus service over a wider geographic area.
- Request for more parking at stations and more park and rides.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=174

- Support for increasing frequency of Link light rail, especially during off-peak hours and weekends: Reduced service makes commuting difficult and encourages personal vehicle use, increased frequency could help keep crowding down and ensure social distancing.
- Support for increasing frequency of Sounder train and bus service during off-peak hours: Including maintaining afternoon Sounder South trains (e.g. 2:35 pm and 3:15 p.m.) since waiting for the next train takes too long.
- Concern about cancelling or reducing off-peak service since transit is one of few ways people can get to work (especially for people travelling into/from Seattle).
- Ensure more timely Link light rail service.
- Concern about health and safety:
- o Request for more train cars on Link light rail to maintain social distancing.
- o Reluctance to ride Link light rail because social distancing and proper mask usage is not enforced.
- o Concern about cleanliness on buses and light rail.
- o Suggestions to improve safety on bus and link light rail by adding enforcement personnel.
- Appreciation for plan and Sound Transit services.
- Suggestions to change how information is presented: Interest in a website instead of PDF, maps and minimizing level of information shared.
- Requests to lower fares due to less frequent and less predictable service, especially on Link light rail.
- Requests for additional free and/or low-cost parking around stations.
- Support to reduce operational costs of Sound Transit to save money and maintain service.

How have the emergency reductions in service due to COVID-19 affected you? n=348

- People are either not working or are teleworking so changes have not affected them yet. Some people have started using non-transit options, like biking, personal vehicles, and walking if possible.
- People are avoiding transit due to crowding and COVID-19 risk.
- People find it challenging to plan their transit trips because of unpredictable service. May have to wait for the next bus/train if service reaches capacity or service doesn't arrive on time. People are frustrated if they have to wait longer and this lengthens their workdays.
- Sounder riders noticed that it is one of their few options/only option for commuting in/out of Seattle.

- People are concerned about health and safety: Concern about crowding and lack of mask enforcement and safety from violent or hostile riders.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=231

- Many responses noting no additional feedback.
- Some people were not able to see the chart, some of whom noted they were using mobile devices.
- Interest in increased light rail service frequency and additional train cars so riders can spread out.
- Support for bringing back the Sounder South train that runs at 2:35 p.m.
- Support for fare enforcement for non-paying riders on buses.
- Request for reducing fares for people who have less income during the pandemic.

Do you have any additional comments on the proposed service changes? n=173

- Many responses noting no additional feedback.
- Suggestions for Sound Transit to better coordinate with King County Metro so riders don't have to wait long for transfer and to limit being "stranded' at stations.
- Support for increasing light rail frequency and ensuring more consistent service throughout the day (e.g. service at 10-minute intervals for 24 hours rather than increased service during peak hours).
- Curiosity whether Sound Transit has accounted for car travel increasing due to pandemic.
- Request for more accurate and updated service schedules.

Appendix - Definitions & methodology for Title VI Analysis

Policies and definitions

The section below describes Sound Transit's approved policies for conducting and identifying major service changes, as well as for assessing their impacts on Title VI populations.

Service standards and performance measures

Service standards and performance measures are a set of guidelines used to design, evaluate and modify transit service. The standards and measures establish baselines to obtain optimum efficiency and effectiveness in the system on a short-term basis, while maintaining or improving the quality of service. Planning and day-to-day management of transit service is based on the established service standards and performance measures. The guidelines provide a multi-step process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

Service standards and performance measures define the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure Sound Transit services are meeting the demand for regional transit in the Puget Sound area.

Defining major service changes

Resolution R2013-18, adopted by the Sound Transit Board of Directors in 2013, established policies for conducting equity analyses of major service changes and assessing the impacts on minority and low-income populations. This policy defines a major service change as follows:

- Any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly platform service hours;
- and/or moving the location of a stop or station by more than a half mile;
- and/or closing or removing a stop or station without replacement within a half mile.

Fare equity analysis policy and methodology

Sound Transit Board of Directors Resolution R2013-19 established policies for conducting equity analyses of fare changes impacting minority and low-income populations.

The policy directs Sound Transit to conduct a fare equity analysis prior to making any fare change to analyze potential adverse effects on minority and low-income populations and establishes the following thresholds for determining whether the proposed fare change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations:

- A disparate impact occurs when the minority percentage of the population adversely affected by a fare change is greater than the average minority percentage of the population of Sound Transit's service area.
- A disproportionate burden occurs when the low income percentage of the population adversely affected by a fare change is greater than the average low income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the fare equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

Adverse Effects

The adopted Sound Transit major service change policy, described above, also defines potential adverse effects of major service changes and thresholds for determining whether the proposed service change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations. The definitions are as follows:

- A potential adverse effect is defined as a geographical or time-based addition or reduction in service which includes but is not limited to: changes to span of service, changes to frequency of service, or elimination of routes or route segments.
- A disparate impact occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area.
- A disproportionate burden occurs when the low-income percentage of the population adversely affected by a major service change is greater than the average low-income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the service equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

Definitions and data analysis

The following sections describe the data definitions and methodologies used by Sound Transit to develop estimates for Title VI populations within the Sound Transit service area for Title VI analysis of service changes.

Demographic analysis methodology and Title VI data definitions

Sound Transit uses census demographic data to identify Title VI communities (minority, low income and limited-English proficiency) for service equity analysis and calculates the systemwide or mode-specific average representation of these communities within the general population. Only minority or low-income status are used to determine if a disparate impact or disproportionate burden must be mitigated or analyzed. However, identifying limited-English proficiency (LEP) residents helps Sound Transit ensure that outreach efforts reach diverse customers. Sound Transit uses the 2010 Census Designated Tracts as the geographic basis for assessing the Title VI populations.

Sound Transit uses the most recent five-year demographic estimates available from American Community Survey (ACS). The ACS dataset identifies minority, low income and LEP populations as follows:

- Minority: Persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and other Pacific Islander.
- Low income: Persons whose household income is below 150% of the federal poverty level.
- Limited English Proficiency (LEP): Persons who identify a language other than English as their primary language and are not fluent in English.

The following sections describe the methodology for identifying each of the Title VI populations for the purposes of the annual service equity analysis.

Service area methodology

Most transit agencies in the United States define their service area as a buffered distance around each of their transit routes. Given the unique service characteristics of Sound Transit service – limited stops connecting regional urban and employment centers – the agency defines its service area based on a radial distance from each transit stop, rather than the transit route alignment. Table 1 below provides details on Sound Transit's service area by stop type.

Table A-1 Sound Transit Service Area Definitions

Stop Type	Service Area (Miles)
Bus stop without parking	0.5
Rail station without parking	1.0
Major bus facilities with parking	2.5
Rail station with parking	5.5

Sound Transit Title VI Population Estimates

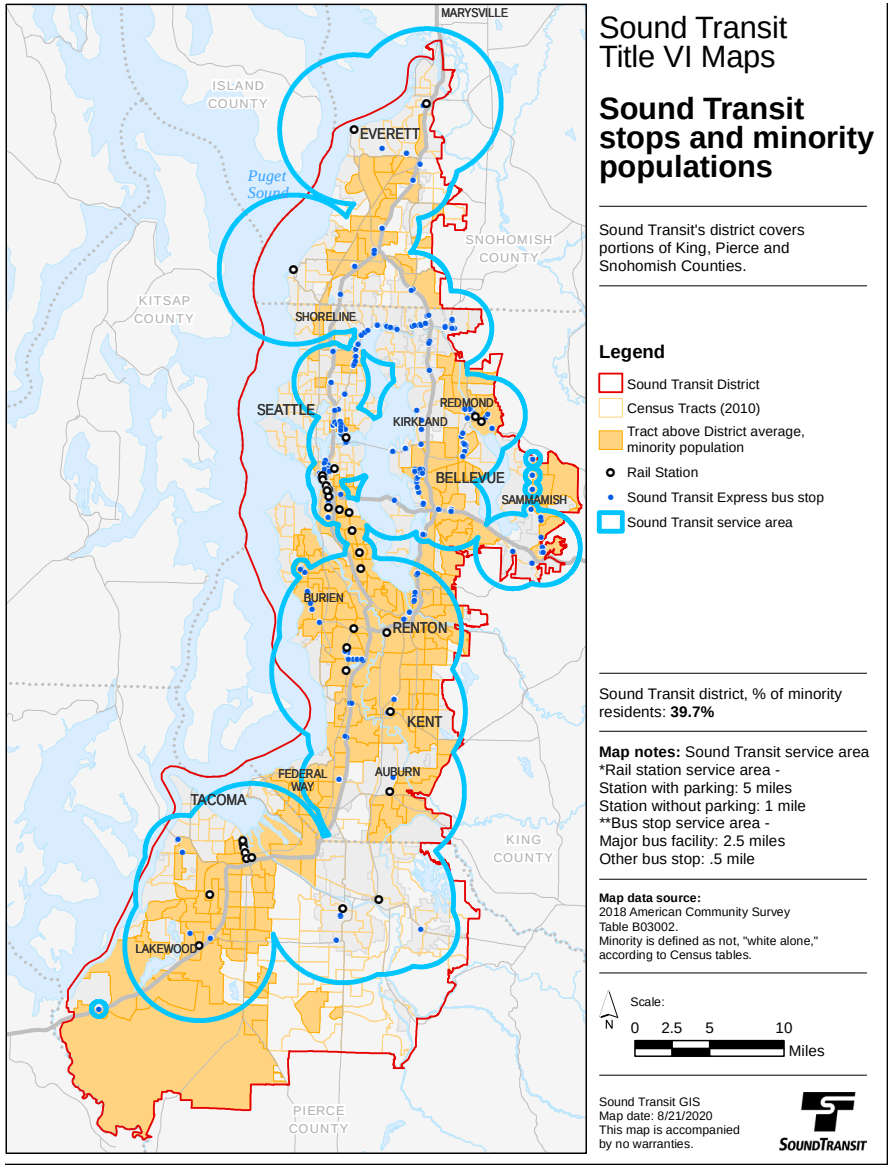
The population representation for any census tract is calculated using the percentage of area that falls within the district or mode's service area to estimate the specific number of people that fall within each of the Title VI categories. For example, if a census tract total is 10 acres, and 3 acres are in the service area, based on the previously identified methodologies, then 30 percent of the tract's total population, and in turn the respective Title VI populations, is considered to be within the service area. This methodology assumes an even distribution of population throughout the census tract.

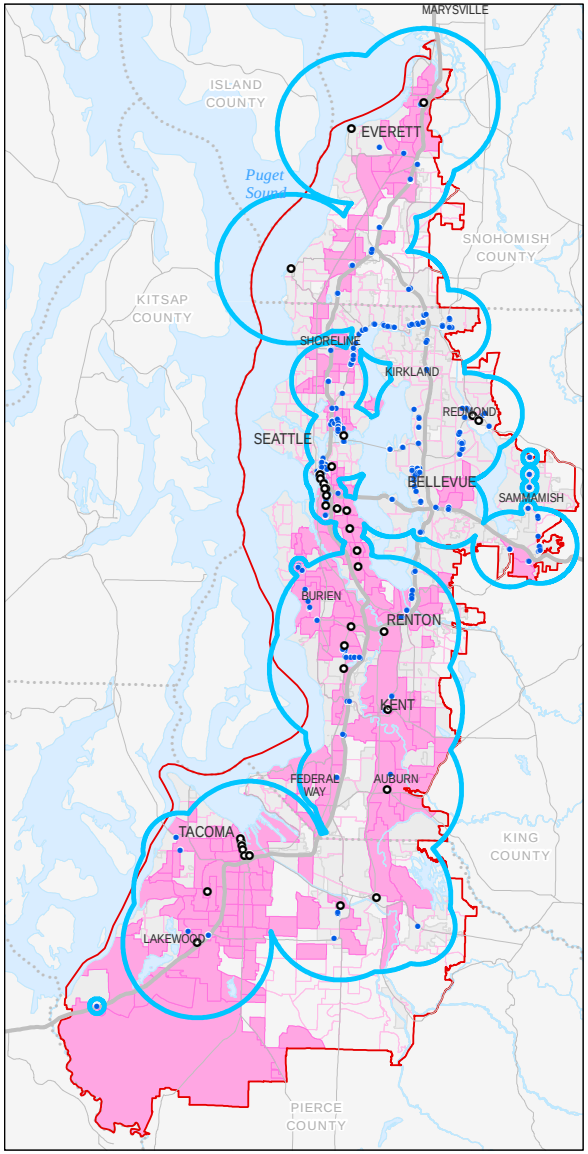
Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for the three Title VI populations for the Sound Transit service area are identified by census tract and the district overall.

Table A-2 Sound Transit District Populations

Title VI Populations (2018)	Percentage of District Population
Minority	39.7%
Low income (150% poverty level)	16.4%
Limited-English proficiency	10.1%

Table A-2 shows the Title VI population averages for the Sound Transit service area using the American Community Survey 5-year estimates 2018 dataset. Minority and low-income averages serve as a comparison in the service change analysis to determine if mitigation must be considered, while LEP averages help to advise the outreach strategy. The maps on the next several pages (Maps A-1 to A-3) show census tracts with minority and low-income populations above the Sound Transit district average.





Sound Transit
Title VI Maps

Sound Transit stops and low income population

Sound Transit's district covers portions of King, Pierce and Snohomish Counties.

Legend

- Sound Transit District
- Census Tracts (2010)
- Tract above District average, low income
- Rail Station
- Sound Transit Express bus stop
- Sound Transit service area

Sound Transit district, % of low income residents: **16.4%**

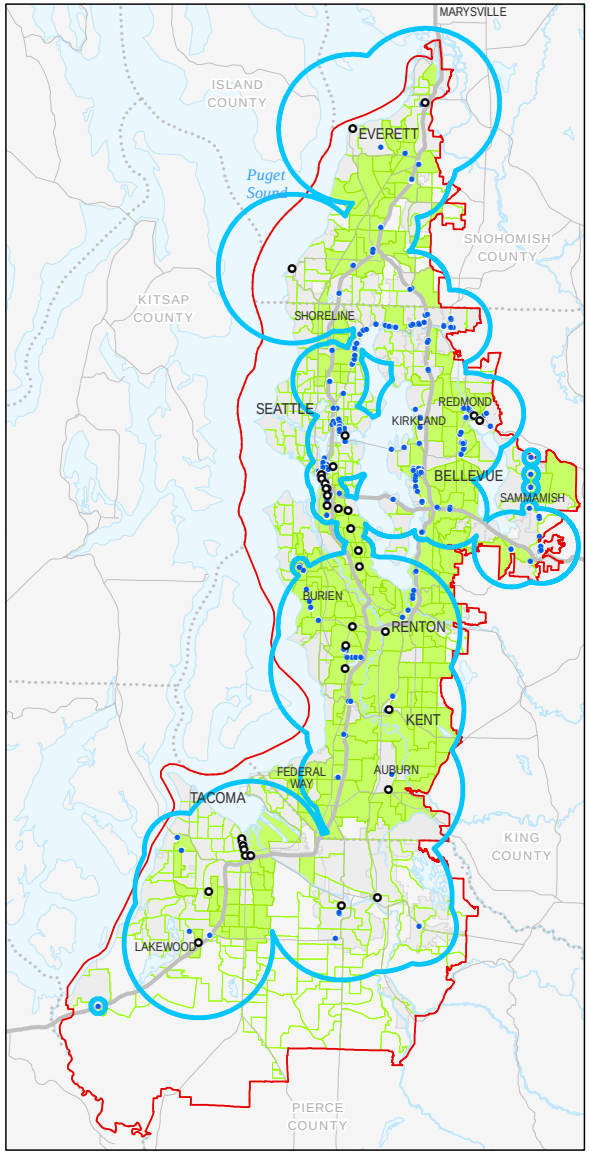
Map notes: Sound Transit service area
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

Map data source:
2018 American Community Survey
Table C17002.
Low Income is defined as individuals with a household income below 150% of poverty level.

Scale: 0 2.5 5 10 Miles

Sound Transit GIS
Map date: 8/21/2020
This map is accompanied by no warranties.

SOUNDTRANSIT



Sound Transit
Title VI Maps

Sound Transit stops and limited English proficiency populations

Sound Transit's district covers portions of King, Pierce and Snohomish Counties.

Legend

- Sound Transit District
- Census Tracts (2010)
- Tract above District average, LEP
- Rail Station
- Sound Transit Express bus stop
- Sound Transit service area

Sound Transit district, % of limited English proficiency residents: **10.1%**

Map notes: Sound Transit service area
*Rail station service area -
Station with parking: 5 miles
Station without parking: 1 mile
**Bus stop service area -
Major bus facility: 2.5 miles
Other bus stop: .5 mile

Map data source:
Limited English Proficiency (LEP) populations:
2018 American Community Survey
Table C16001.
Limited English proficiency is defined as speaking English less than, "Very Well."

Scale: 0 2.5 5 10 Miles

Sound Transit GIS
Map date: 8/21/2020
This map is accompanied by no warranties.

SOUNDTRANSIT

Comparison of affected populations by proposed service change

Table A-3 COVID Service Reductions March 2020-March 2021

Route	Is the population higher than the ST District Average? (2018 Census)			Type of proposed service change	Change in weekly platform hours	% change in platform hours
	Minority	Low-income	**Limited-English proficiency**			
510	No	Yes	Yes	Service reduction	-160.7	-37.8%
511	No	No	Yes	Service reduction	-52.7	-16.7%
512	No	Yes	No	Service reduction	21.3	1.8%
513	No	Yes	Yes	Service reduction	-76.9	-41.6%
522	No	No	No	Service reduction	-67.6	-6.0%
532	No	No	Yes	Service reduction	-189.2	-49.1%
535	No	No	Yes	Service reduction	-141.5	-26.8%
541	No	No	No	Suspension	-60.0	-100.0%
542	No	No	No	Service reduction	-78.6	-12.6%
544	Yes	No	Yes	Suspension	-505.0	-100.0%
545	Yes	No	Yes	Service reduction	-166.4	-10.7%
550	Yes	No	Yes	Service reduction	-186.4	-14.0%
554	Yes	No	No	Service reduction	12.6	1.5%
555	No	No	No	Service reduction	-90.0	-100.0%
556	No	No	No	Service reduction	-210.0	-100.0%
560	Yes	Yes	Yes	No change	-63.8	-8.0%
566	Yes	Yes	Yes	Service reduction	-126.8	-18.9%
567	Yes	No	Yes	Suspension	-270.0	-100.0%
574	Yes	Yes	Yes	No change	51.9	6.0%
577	Yes	Yes	Yes	No change	5.4	1.1%
578	Yes	Yes	No	Service increase	157.7	24.2%
580	Yes	Yes	No	Service reduction	-20.2	-23.7%
586	Yes	Yes	No	Service reduction	-59.4	-25.8%
590	Yes	Yes	No	Service reduction	-67.4	-7.4%
592	Yes	Yes	No	Service reduction	-112.0	-25.2%
594	Yes	Yes	No	No change	35.1	3.7%
595	No	Yes	No	Service reduction; new stop	-95.0	-51.4%
596	No	No	No	Service reduction	-13.3	-15.6%
Link	Yes	Yes	Yes	Service reduction	-508.8	-25.3%
Sounder North	No	Yes	Yes	Service reduction	-15.3	-43.8%
Sounder South	Yes	Yes	Yes	Service reduction	-72.8	-26.5%
Tacoma Link	Yes	Yes	No	No change	0.0	0.0%

Table A-4 Northgate Changes: Proposed Changes to September 2021 compared to March 2020 Baseline

Route	Is the population higher than the ST District Average? (2018 Census)			Type of proposed service change	Change in weekly platform hours	% change in platform hours	Avg. change in miles, one-way
	Minority	Low-income	**Limited-English proficiency**				
510	No	Yes	Yes	Service reduction	-160.7	-37.8%	0.0
511	No	No	Yes	Truncation	-52.7	-16.7%	-7.4
512	No	Yes	No	Truncation	21.3	1.8%	-7.5
513	No	Yes	Yes	Truncation	-76.9	-41.6%	-7.4
522	No	No	No	Truncation	-67.6	-6.0%	-6.4
532	No	No	Yes	Service reduction	-189.2	-49.1%	0.0
535	No	No	Yes	Service reduction	-141.5	-26.8%	0.0
541	No	No	No	Suspension	-60.0	-100.0%	0.0
542	No	No	No	Truncation	-78.6	-12.6%	-1.5
544	Yes	No	Yes	Suspension	-505.0	-100.0%	0.0
545	Yes	No	Yes	Service reduction	-166.4	-10.7%	0.0
550	Yes	No	Yes	Service reduction	-186.4	-14.0%	0.0
554	Yes	No	No	Service reduction	12.6	1.5%	0.0
555	No	No	No	Truncation	-90.0	-100.0%	-4.2
556	No	No	No	Truncation	-210.0	-100.0%	-4.0
560	Yes	Yes	Yes	No change	-63.8	-8.0%	0.0
566	Yes	Yes	Yes	Service reduction	-126.8	-18.9%	0.0
567	Yes	No	Yes	Suspension	-270.0	-100.0%	0.0
574	Yes	Yes	Yes	No change	51.9	6.0%	0.0
577	Yes	Yes	Yes	No change	5.4	1.1%	0.0
578	Yes	Yes	No	Service increase	157.7	24.2%	0.0
580	Yes	Yes	No	Service reduction	-20.2	-23.7%	0.0
586	Yes	Yes	No	Elimination	-59.4	-25.8%	-37.1
590	Yes	Yes	No	Service reduction	-67.4	-7.4%	0.0
592	Yes	Yes	No	Service reduction	-112.0	-25.2%	0.0
594	Yes	Yes	No	No change	35.1	3.7%	0.0
595	No	Yes	No	Service reduction; new stop	-95.0	-51.4%	0.5
596	No	No	No	Service reduction	-13.3	-15.6%	0.0
Link	Yes	Yes	Yes	Service reduction	-508.8	-25.3%	4.6
Sounder North	No	Yes	Yes	Service reduction	-15.3	-43.8%	0.0
Sounder South	Yes	Yes	Yes	Service reduction	-72.8	-26.5%	0.0
Tacoma Link	Yes	Yes	No	No change	0.0	0.0%	0.0

Fare equity analysis of ST Express service changes with opening of Northgate Link Extension

Description of fare changes

Regular adult fares on Link light rail are established by a distance-based policy last updated in November 2014. (Sound Transit Board of Directors Resolution R2014-28)

Although the existing fare structure will apply to riders using the three new stations, the new light rail segment and associated proposed changes in bus service will alter some passengers' rides and how they pay their fares. Sound Transit proposes truncating service on Routes 511, 512 and 513 at the new Link light rail station at Northgate, and service on Route 522 at the new Roosevelt Link station, to better coordinate services. This will require those passengers who previously made their trips solely by ST Express service on these routes to transfer between ST Express bus service and Link light rail. For certain passengers, the transfer introduced by these service changes and the light rail extension will create a change in the fare they pay.

Link fare policy and rates

All central Puget Sound transit services utilize One Regional Card for All (ORCA). Payment for transit fare through ORCA can be made using "E-Purse" (debit) or a pass product. Pass products are associated with a one-way fare value. For the purposes of this analysis, seven fare types are considered: Adult cash/ticket, adult ORCA, adult low-income ORCA ("ORCA LIFT"), Regional Reduced Fare Permit (RRFP) cash/ticket and ORCA, and youth cash/ticket and ORCA. RRFP ORCA permits are available to seniors (65+ years old) and persons with qualifying disabilities. RRFP cardholders may use their RRFP cards in the same way as an ORCA card, or may present the card to validate a cash/ticket payment at the RRFP fare rate. Riders aged 6-18 are eligible for youth fare, which can be paid through ORCA or cash/tickets with ID.

Per Sound Transit Board Resolution R2014-28 in November 2014, rates were adjusted so that the adult one-way base fare for Link light rail was set at $2.25, with a flat, $1.50 fare for low-income adults paying with an ORCA LIFT card. For full-fare adult one-way trips, a per-mile charge of $0.05, rounded up or down to the nearest $0.25, is added to the base fare to determine the fare for any given pair of stations. ORCA LIFT, youth and RRFP fares are flat rates (not distance-based). The current and future one-way Link light rail fares for pre- and post-extension are shown in Tables 1 and 2.

Table A-5 shows regular adult one-way fares. The yellow-shaded cells show the fares for trips originating or ending in the new stations. As shown in Table A-5, the fares for the existing alignment range from $2.25 to $3.25. The base one-way full adult fare for the new stations is $2.25, the same cost as the base one-way adult fare for the existing stations. A trip for the entire length of the line will be $3.50. This is $0.25 higher than the current maximum fare because of the 4.3-mile extension from UW to Northgate. Table A-6 shows current and future one-way fares for reduced-fare passengers (ORCA LIFT, youth, RRFP-senior/disabled), which are not distance-based and will not change after the opening of the light rail extensions. Table A-7 shows ST Express bus fares for all passenger categories.

Data set description and technique used to collect data

The data used in this analysis are from an origin-destination (O-D) survey conducted onboard ST Express bus routes which are planned to terminate at the Northgate or Roosevelt Link stations with the opening of the Northgate Link extension – routes 511, 512, 513 and 522. These

Table A-5: Current and future one-way adult fares for Link light rail

	Northgate	Roosevelt	U District	University of Washington	Capitol Hill	Westlake	University St.	Pioneer Square	International District	Stadium	SODO	Beacon Hill	Mt. Baker	Columbia City	Othello	Rainier Beach	Tukwila Int'l. Blvd.	SeaTac/ Airport	Angle Lake
Northgate		$2.25	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$2.75	$2.75	$2.75	$2.75	$2.75	$3.00	$3.00	$3.00	$3.25	$3.50	$3.50
Roosevelt	$2.25		$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$2.75	$3.00	$3.00	$3.25	$3.25	$3.25
U District	$2.50	$2.25		$2.25	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$2.75	$3.00	$3.25	$3.25	$3.25
University of Washington	$2.50	$2.25	$2.25		$2.25	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$3.00	$3.25	$3.25
Capitol Hill	$2.50	$2.50	$2.50	$2.25		$2.25	$2.25	$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$2.75	$3.00	$3.00	$3.00
Westlake	$2.75	$2.50	$2.50	$2.50	$2.25		$2.25	$2.25	$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
University St.	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25		$2.25	$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
Pioneer Square	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
International District	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
Stadium	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.75	$3.00	$3.00
SODO	$2.75	$2.75	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.50	$2.50	$2.75	$2.75	$3.00
Beacon Hill	$2.75	$2.75	$2.75	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.50	$2.50	$2.75	$2.75	$3.00
Mt. Baker	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25		$2.25	$2.25	$2.50	$2.75	$2.75	$3.00
Columbia City	$3.00	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.50	$2.75	$2.75
Othello	$3.00	$3.00	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25		$2.50	$2.50	$2.75	$2.75
Rainier Beach	$3.00	$3.00	$3.00	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25		$2.50	$2.50	$2.75
Tukwila Int'l. Blvd.	$3.25	$3.25	$3.25	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$2.75	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50		$2.25	$2.50
SeaTac / Airport	$3.50	$3.25	$3.25	$3.25	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$2.75	$2.75	$2.75	$2.75	$2.75	$2.50	$2.25		$2.25
Angle Lake	$3.50	$3.25	$3.25	$3.25	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$2.75	$2.75	$2.75	$2.50	$2.25	

Table A-6: Current and future fares for reduced-fare passengers for Link light rail

Customer Fare Category	Current Fare (before Northgate Opens)	Future Fare (after Northgate opens)
Low-income adult (ORCA LIFT)	$1.50	$1.50
Youth (6-18 years old)	$1.50	$1.50
Senior/Disabled with Regional Reduced Fare Permit	$1.00	$1.00

Table A-7: ST Express Fares

Customer Fare Category	Fare
Adult Fare	$3.25
Low-income adult (ORCA LIFT)	$1.50
Youth (6-18 years old)	$1.50
Senior/Disabled with Regional Reduced Fare Permit	$1.00

Current Sound Transit fare policy grants a two-hour transfer credit among different Sound Transit modes (light rail, express bus, and commuter rail) and between Sound Transit and ORCA partner transit agency services for passengers using ORCA. Those paying with cash or mobile tickets do not receive transfer credits.

surveys were conducted in the first quarter of 2019, during weekdays for all time periods, using paper surveys offered to every rider for sampled trips. Survey workers remained onboard during the entire trip or portion of the trip surveyed. Passengers could return surveys to the survey workers or by postage-paid return mail.

Overall, the survey included responses from about 9,500 ST Express riders (representing 19% of average weekday boardings, with a 43% response rate), including about 1,900 ST Express riders surveyed on routes that will terminate at light rail stations (19% of average weekday boardings, 41% response rate). Data were weighted to represent average weekday boardings at the route level.

For this analysis, low income is defined as at or below 200% of the Federal poverty level, the same threshold used to qualify passengers for the ORCA LIFT (low-income fare) program. Table A-8 below describes the household size and income thresholds used to classify respondents as low income for this analysis.

Table A-8: Household size and income to qualify for ORCA LIFT

Household size	Annual household income
1	$24,972
2	$33,816
3	$42,660
4	$51,492
5+	$60,300

As described earlier, Sound Transit policy calls for a comparison of the impacts of a fare change on minority and low-income populations to the population of Sound Transit's service area. The service area numbers used in this report are derived from the American Community Survey, 2018.

Fare media analysis

Table A-9 on the next page shows the number and percent of minority and low-income riders in each passenger category paying cash or using ORCA from the O-D survey effort described above. As also noted above, the counts are representative of data weighted to average weekday ridership for the routes of focus here.

The survey data indicate there are greater percentages of minority riders on the routes to be terminated than in the ST service area for the following passenger categories: 1) full-fare adult riders using ORCA fare payment, 2) ORCA LIFT riders, 3) RRFP riders using ORCA, and youth riders using ORCA. The survey data also indicate there is a greater percentage of youth riders using ORCA on these routes who are low-income than the percentage of all low-income riders in the service area as a whole, though the total sample of youth riders is quite small.

The survey data on fare payment type by passenger type shows no minority and low-income riders surveyed who currently pay cash on impacted routes. The large majority of adult riders use ORCA. Survey results also show the vast majority of riders are full-fare adult, with few ORCA LIFT, RRFP and youth riders. The survey also yielded no RRFP and youth riders paying cash.

Table A-9. Current fare type usage by minority and low-income passengers on ST Express routes to be terminated at light rail stations

Fare Type	Percent				Count			
	Minority	Non-minority	Low income	Non- low income	Minority	Non-minority	Low income	Non- low income
Adult cash/ticket	0%	100%	0%	100%	-	15	-	15
Adult ORCA	32%	68%	16%	84%	1,619	3,384	800	4,203
ORCA LIFT	50%	50%	81%	19%	111	110	180	42
RRFP cash	NA	NA	NA	NA	-	-	-	-
RRFP ORCA	25%	75%	31%	69%	95	284	117	262
Youth cash	NA	NA	NA	NA	-	-	-	-
Youth ORCA	63%	37%	73%	27%	33	19	38	14
Total	32%	68%	20%	80%	1,858	3,812	1,135	4,536
ST service area	23%	77%	40%	60%				

Table A-10. New fares for current ST Express bus passengers terminating at Northgate Link

Fare type	Fare			Change			
	Existing	Proposed (low)	Proposed (high)	$ change (low)	$ change (high)	% change (low)	% change (high)
Adult cash/ticket	$3.25	$5.75	$6.00	$2.50	$2.75	77%	85%
Adult ORCA	$3.25	$3.25	$3.25	-	-	0%	0%
ORCA LIFT	$1.50	$1.50	$1.50	-	-	0%	0%
RRFP cash	$1.00	$2.00	$2.00	$1.00	$1.00	100%	100%
RRFP ORCA	$1.00	$1.00	$1.00	-	-	0%	0%
Youth cash	$1.50	$3.00	$3.00	$1.50	$1.50	100%	100%
Youth ORCA	$1.50	$1.50	$1.50	-	-	0%	0%

Disparate impact/disproportionate burden

As noted above, Sound Transit provides a discounted flat fare for low-income adult passengers via the ORCA LIFT fare. Sound Transit's flat-rate discounted fares for youth, seniors and disabled riders also provide a discounted fare for low-income riders in these passenger categories. These discounted fares are the same on ST Express and Link. Since ORCA provides transfer credits, riders in these fare categories paying with ORCA cards will see no fare change when transferring between ST Express service and Link.

As Table A-10 shows, route termination at light rail stations will only affect fares for cash riders in each category. ORCA riders will see no impact. Since the survey yielded no cash minority or low-income cash riders on these routes, this analysis shows no disparate impacts on minority passengers and no disproportionate impacts on low-income passengers.

The results of this analysis are summarized in Table A-11.

- If the percentage of minority or low-income riders in a passenger category is less than the ST service area average, there is no disparate impact or disproportionate burden.
- The percentage of minority riders on these routes was higher than the average for the ST service area for full-fare adult ORCA, ORCA LIFT, RRFP ORCA and youth ORCA riders.
- The percentage of low-income riders on these routes was higher than the ST service area average for ORCA LIFT riders.
- With none of these fare categories experiencing a fare change from the termination of these routes and transferring to Link at Northgate, there is no disparate impact/disproportionate burden.

Table A-11: Summary – Disparate impact / disproportionate burden

Fare type	% Greater than ST Service Area Average		Fare Change?		Disproportionate Impact / Disparate Burden	
	Minority	Low-income	Minority	Low-income	Minority	Low-income
Adult cash/ticket	No	No			No	No
Adult ORCA	Yes	No	No		No	No
ORCA LIFT	Yes	Yes	No	No	No	No
RRFP cash	No	No			No	No
RRFP ORCA	Yes	No	No		No	No
Youth cash	No	No			No	No
Youth ORCA	Yes	No	No		No	No

Fare impact mitigation

The onboard surveys identified very few adult cash riders and no youth or RRFP riders on the ST Express routes planned to terminate at Northgate. The Title VI analysis identified no disparate impact or disproportionate burden. However, there will be impacts on current cash riders whose current one-seat bus ride will be replaced by a two-seat (and two-fare) ride involving a transfer between bus and light rail. To mitigate these impacts, Sound Transit will be working to make it easy for cash riders to convert to using ORCA cards for fare payment. With ORCA, riders will receive full transfer value between modes and won't pay increased fares.

Sound Transit will work to provide ORCA cards to cash-paying riders transferring between bus and light rail during the first few weeks of Link service. To assist cash riders in converting to ORCA, Sound Transit will provide cards pre-loaded with E-purse value or passes. The agency will also continue its ongoing marketing campaign to promote the ORCA LIFT program for low-income riders. Sound Transit will continue loading E-purse incentives on ORCA LIFT cards for those who qualify for this program. Finally, Sound Transit will work with King County Metro and Public Health staff who will also be onsite at the new stations actively enrolling riders for reduced fare, youth and ORCA LIFT discounted fare programs. We'll also provide passengers who are new to ORCA with information on how to use the card and how and where to load value, including online, at retailers and at ticket machines at Link stations.

We'll also promote an extensive public outreach campaign to highlight ORCA's benefits and ensure passengers are aware that paying by cash will require two separate fares for any transfer trips following the service change.

SOUNDTRANSIT

Resolution No. R2020-18

2021 Service Plan

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience & Operations Committee	11/5/2020	Recommend to Board	Don Billen, Executive Director, PEPD
Board	11/19/2020	Final action	**Brian de Place, Director of System Planning**

Proposed action

Adopts the 2021 Service Plan with major service changes for implementation in March and September of 2021.

Key features summary

- The Draft 2021 Service Plan describes 13 major service changes for implementation in March of 2021 and eight major service changes for implementation in September of 2021.
- The 2021 Service Plan has been developed to respond to the ongoing COVID-19 pandemic. When the pandemic began in the Spring of 2020, reduced ridership, operator shortages and declining revenue required a series of emergency service reductions. As ridership increased, Sound Transit was able to restore some service in the Summer and at the September 2020 Service Change. Due to the ongoing impacts of the pandemic, the 2021 plan continues this level of service, while also anticipating the opening of Northgate Link Extension.
- This action seeks formal approval to implement the levels of service provided in the 2021 Service Plan.
- A draft Service Plan was presented for public comment from September 4 through September 25. After receiving a significant number of comments and coordination with partner transit agencies, changes were made to improve off-peak frequencies on Link, continue operating Route 586 and continue the suspension of Route 555, which would have duplicated King County Metro service.
- Major service changes:

  March 2021 Proposed Changes

  - Route 510: Formalize September 2020 service levels of 30 daily trips.
  - Route 511: Formalize September 2020 service levels of 28 daily trips.
  - Route 513: Formalize September 2020 service levels of 12 daily trips.
  - Route 532: Formalize September 2020 service levels of 20 daily trips.
  - Route 535: Formalize September 2020 service levels of 65 daily trips.
  - Route 541: Continue route suspension.
  - Route 544: Continue route suspension.
  - Route 555: Continue route suspension.

- Route 556: Continue route suspension.
- Route 567: Continue route suspension.
- Route 595: Formalize September 2020 service levels of 6 daily trips. As a minor change, add stop at Tacoma Dome Station.
- Sounder South line: Formalize September 2020 service levels of 18 daily trips.
- Sounder North line: Formalize September 2020 service levels of 4 daily trips.

September 2021 Proposed Changes:

- Route 511: Truncate at Northgate Station. Daily trips reduced from 28 to 23. Resources shifted to Route 513, which will add stops to serve the same market as Route 511.
- Route 512: Truncate at Northgate Station. Remove stop at NE 145th St. Sunday trips increased from 73 to 140.
- Route 513: Truncate at Northgate Station. Add stops at Ash Way P&R and Lynnwood Transit Center. Add 9 daily trips for a total of 21 daily trips, with schedule coordinated with Route 511.
- Route 522: Truncate at Roosevelt Station. Weekday trips increased from 98 to 153.
- Route 542: Truncate at U District Station.
- Route 555: Continue route suspension.
- Route 556: Restore 19 daily trips and truncate at U District Station; Remove stop at Northgate Transit Center.
- Link: Service begins to Northgate with service every 8 minutes at peak hours, 10 minutes midday and on weekends, and 15 minutes in the evenings.

- The 2021 service plan also includes a preliminary list of 12 minor service changes for implementation in March of 2021 and 2 minor service changes for implementation in September of 2021. These minor service changes primarily consist of smaller service reductions from pre-COVID levels, which will continue the service levels implemented in September 2020.

Background

Each year, Sound Transit prepares the service plan (formerly the Service Implementation Plan, or SIP), an annual update on the development of the Agency's light rail, commuter rail, and express bus services. The Draft 2021 service plan formalizes some emergency changes that were implemented in spring 2020 as a result of declining ridership, operator shortages, and revenue streams due to the COVID-19 pandemic. While temporary service changes are permitted during emergencies, major service changes lasting more than a year in duration require Board approval. The Draft 2021 service plan also leverages the opening of the Northgate Link extension in September 2021 to conserve resources and provide greater regional connections.

The draft plan was released to the public in September 2020. Since then, Sound Transit has revised some aspects of the proposed service plan in response to strong public feedback and further analysis.

Changes made since the draft proposal include:

- Removed a proposal to eliminate Route 586 in response to strong public opposition. That route will now remain and will add a stop at Federal Way Transit Center to increase ridership, to provide a travel option for a suspended King County Metro route and to provide extra capacity on ST Express

routes 577and 578, which also serve Federal Way and are experiencing relatively higher loads. This change would be implemented in in March. That proposal is a minor service change.

- Removed the proposal to restore Route 555 service between Bellevue Transit Center and U District Station. That proposal would duplicate the market served by King County Metro Route 271, an all-day, all-week route. Therefore, Route 555 is now proposed to continue its suspension. The savings from this change will help fund the Route 586 change.
- Improved the proposed midday and weekend Link service levels beginning in September 2021.

Sound Transit also received many comments from riders in Snohomish County who would like to retain peak-hour direct service to downtown Seattle on Routes 511 and 513. While Sound Transit sees the need to continue with plans to reroute service to Northgate Station in order to conserve resources and provide additional connections, Community Transit will continue providing peak-hour express service to downtown Seattle from stops currently served by Route 511, including Lynnwood Transit Center and Ash Way Park and Ride. Therefore, the proposal to reroute Routes 511 and 513 to Northgate Station has not been revised.

Additionally, Sound Transit received many comments from riders opposed to the removal of the 2:35 pm and 3:15 Sounder South trips, which was implemented in September 2020. These changes were necessary due to resource constraints, but Sound Transit will continue to monitor resource availability to determine if changes can be made.

Sound Transit received letters from the City of Bellevue, Board Member and Snohomish County Executive Dave Somers, and a transit advocacy coalition led by the Transportation Choices Coalition. Letter writers wrote about the need for more direct service from Snohomish County to downtown Seattle, staying flexible with the option to add more service before September 2021, and a more equitable and accessible transit system that prioritizes essential workers.

Fiscal information

The 2021 Service Plan is funded by the transit mode budgets for each operating service – Link, Sounder, ST Express, and Tacoma Link. Those budgets are included in the Proposed 2021 Budget scheduled for Board consideration in December 2020. Budget authority will be granted with the adoption of the 2021 Budget, subject to any changes made by the Board.

The Proposed Budget for each mode is shown below (in thousands).

Modal Budget	2021 Proposed Budget ($000)
Link	167,868
Sounder	67,724
ST Express	138,496
Tacoma Link	6,519
Total	**$380,608**

Disadvantaged and small business participation

Not applicable to this action.

Title VI compliance

Reductions listed below are compared to pre-COVID-19 (February 2020) service levels. Given the scale of service changes and reductions, many routes serving the most vulnerable and traditionally underrepresented communities are impacted. For each proposed change the Title VI analysis documents the adverse effects, identifies impacts to minority and low-income populations, and proposed potential mitigation options when a disparate impact and/or disproportionate burden are identified. Public input was used to help develop mitigation options and reduce impacts to riders.

The following table summarizes all major service changes resulting in disparate impacts and/or disproportionate burdens and includes reasoning for the proposal. Changes to routes not resulting in a disparate impact and/or disproportionate burden are not listed. The full service plan document includes more information on the methodology of this analysis, Sound Transit's policies and definitions, and detailed analysis for each change.

Route	Proposed Service Change Evaluated	Disparate Impact	Disproportionate Burden	Reasoning for Draft Proposal
510	**March 2021:** Continue reduced service levels from 42 to 30 daily trips.	**No**	**Yes**	Reduced rush hour demand.
512	**March 2021:** Maintain full service. **September 2021:** Re-route to Northgate Station and discontinue stop at 145th St.	**No**	**Yes**	Provides access to all Link stations, more reliable travel time during rush hour.
513	**March 2021:** Continue reduced service levels from 20 to 12 daily trips. **September 2021:** Re-route to Northgate Link Station, increase service levels.	**No**	**Yes**	Provides access to all Link stations, more reliable travel time during rush hour.
541	Continue service suspension.	**Yes**	**No**	Reduced rush hour demand. Route 542 available as alternative.
544	Continue service suspension.	**Yes**	**No**	Reduced rush hour demand; all-day Route 545 available as alternative.
567	Continue service suspension.	**Yes**	**Yes**	Reduced rush hour demand; all-day Route 566 available as alternative.
592	Continue reduced service levels from 31 to 24 daily trips.	**Yes**	**Yes**	Reduced rush hour demand.
595	Continue reduced service levels from 10 to 6 daily trips.	**No**	**Yes**	Reduced rush hour demand.
Link	**March 2021:** On weekdays, trains operate every 8 minutes during the morning and afternoon rush	**Yes**	**Yes**	Reduced demand.

	hours, every 15 minutes during the early morning, midday and early evening, and every 15 minutes late at night. On weekends, service operates every 15 minutes during the day and late nights. **September 2021:** Service to Northgate begins, improve midday service levels to every 10 minutes.			
Sounder North	Continue reduced service levels from 8 to 4 daily trips.	**No**	**Yes**	Low ridership during these trips Alternative ST Express trips available during these times.
Sounder South	Continue reduced service levels from 26 to 18 daily trips focused on rush hour commute, reduce the number of midday trips.	**Yes**	**Yes**	Low ridership during these trips Alternative ST Express trips available during these times.

Public involvement

The draft Service Plan was published on Soundtransit.org and a survey requesting feedback on the proposed changes was available in six languages plus English. The survey was open from August 31 to September 25. Over 1900 responses in six languages were received.

The public were notified of the opportunity to provide feedback on the service plan through in-person outreach at stations, via email, text and social media, as well as through paid advertising in seven languages targeting our three county service area. The survey asked respondents to identify demographic information, which was used to understand impacts to Title VI populations and inform the final equity analysis.

Time constraints

A one-month delay would create a significant impact to our operating partners' ability to deliver this service. Operating agencies require time to create and fill operator shifts and plan for maintenance.

Prior Board/Committee actions

Resolution No. R2019-27: Adopted the 2020 Service Implementation Plan with major service changes for implementation in March and September of 2020.

Environmental review – KH 10/20/20

Legal review – AJP 10/30/2020

Resolution No. R2020-18

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting the 2021 Service Plan, and authorizing the chief executive officer to implement recommended service changes in 2021.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under chapters 81.104 and 81.112 of the Revised Code of Washington (RCW) for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Sound Transit district on November 5, 1996, November 4, 2008, and November 8, 2016, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, express bus, commuter rail and light rail service will be implemented in phases, providing a program for route implementation and service increases over time which meet the commitments in Sound Move, Sound Transit 2, and Sound Transit 3; and

WHEREAS, the proposed service changes included in the 2021 Service Plan are consistent with the proposed 2021 Agency Budget and Long-Range Financial Plan.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority that the 2021 Service Plan is adopted, and the chief executive officer is authorized to implement the 2021 service changes included in the plan as described below:

March 2021

ST Express Bus

Route 510 (Everett – Seattle) will formalize service levels that were implemented in September 2020 of 30 daily trips.

Route 511 (Ash Way – Seattle) will formalize service levels that were implemented in September 2020 of 28 daily trips.

Route 513 (Seaway TC – Seattle) will formalize service levels that were implemented in September 2020 of 12 daily trips.

Route 532 (Everett – Bellevue) will formalize service levels that were implemented in September 2020 of 20 daily trips.

Route 535 (Lynnwood – Bellevue) will formalize service levels that were implemented in September 2020 of 46 daily trips.

Route 541 (Overlake – U District) will continue to be suspended.

Route 544 (Overlake – South Lake Union) will continue to be suspended.

Route 555 (Northgate – Bellevue) will continue to be suspended.

Route 556 (Issaquah – Northgate) will continue to be suspended.

Route 567 (Kent – Bellevue) will continue to be suspended.

Route 595 (Purdy – Seattle) will formalize service levels that were implemented in September 2020 of 6 daily trips.

Sounder South Line (Seattle – Lakewood) will formalize service levels that were implemented in September 2020 of 18 daily trips.

Sounder North Line (Seattle – Everett) will formalize service levels that were implemented in September 2020 of 4 daily trips.

September 2021

ST Express Bus

Route 511 (Ash Way – Seattle) will truncate at Northgate Station. Daily trips will be reduced from 28 to 23, and resources will shift to Route 513, which will add stops to serve Route 511 riders.

Route 512 (Everett – Seattle) will truncate at Northgate Station. The stop at NE 145th St will be deleted. Sunday service will increase from 73 to 140 daily trips.

Route 513 (Seaway TC – Seattle) will truncate at Northgate Station. Stops will be added at Ash Way P&R and Lynnwood Transit Center in order to serve Route 511 riders. Service levels will increase from 12 to 21 daily trips.

Route 522 (Woodinville – Seattle) will truncate at Roosevelt Station. Weekday service will increase from 98 daily trips to 153.

Route 542 (Redmond – Green Lake) will truncate at U District Station.

Route 555 (Northgate – Bellevue) will continue to be suspended.

Route 556 (Issaquah – Northgate) will be restored to 19 daily trips and will truncate at U District Station.

Link Light Rail (Angle Lake – UW) will begin service to Northgate, Roosevelt, and U District Stations. Service frequency will be 8 minutes at peak hours, 10 minutes at midday and on weekends, and 15 minutes in the evenings.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on _____.

_____

Kent Keel
Board Chair

Attest:

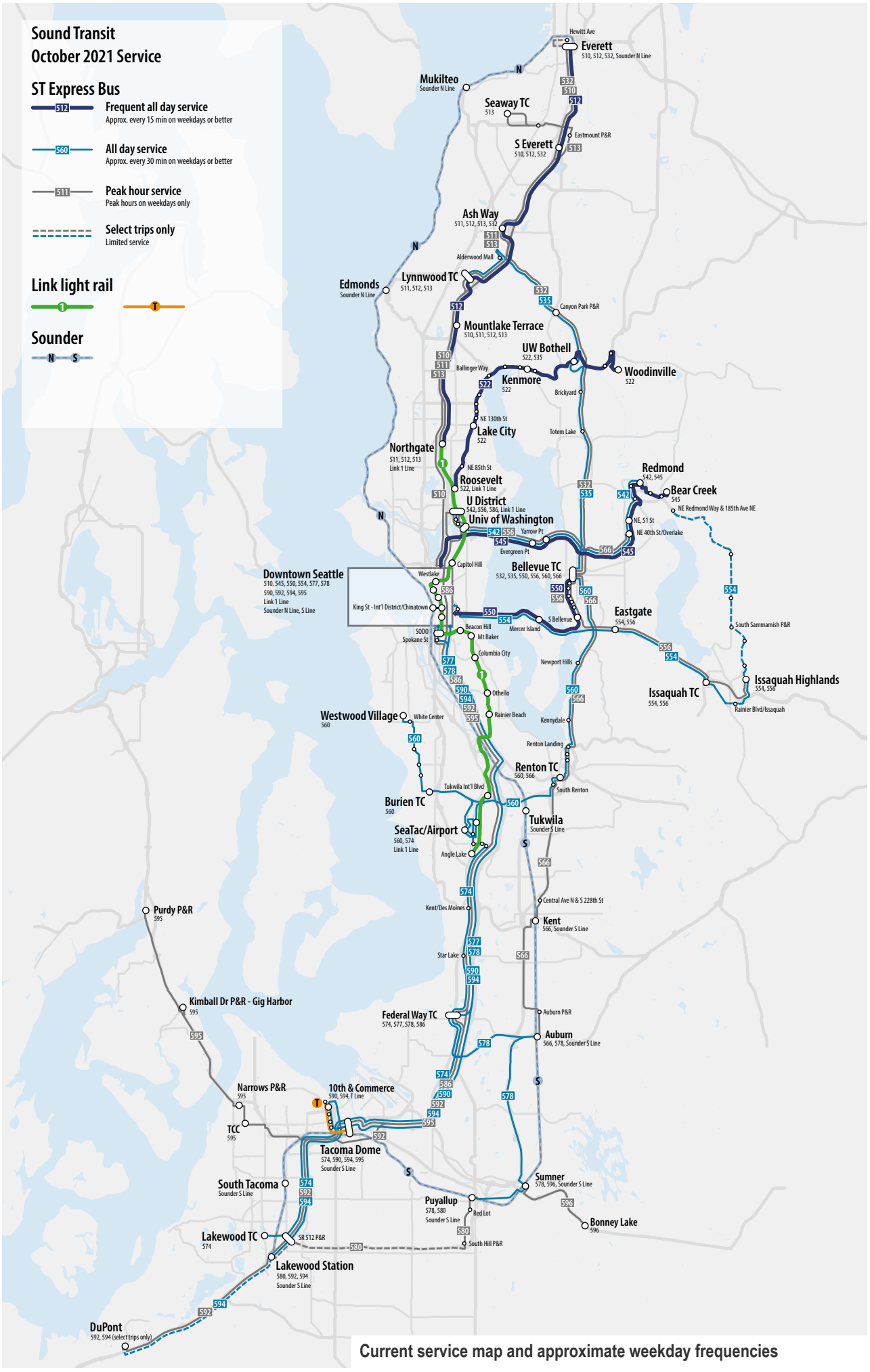
_____

Kathryn Flores
Board Administrator

Appendix P

Sound Transit 2022 Service Plan

Adopted by the Sound Transit Board of Directors on November 19, 2021



Current service map and approximate weekday frequencies

Background

Annual Service Plan

At Sound Transit, we evaluate service annually and propose changes to improve performance, respond to ridership trends, and use taxpayer resources efficiently. We forecast many of these proposed changes through our annual planning process. Our most recent service plans have focused on responding to the operational and budgetary constraints of the COVID-19 pandemic, as well as adjusting ST Express routes to complement and connect to new Link light rail expansions. While in 2021, there have been service frequency increases, specifically on routes serving North King and Snohomish Counties in conjunction with the Northgate Link extension, total service hours provided across all modes continue to be lower than pre-pandemic.

The 2022 Service Plan outlines the vision of how Sound Transit will provide service as the region emerges from the COVID-19 pandemic. In response to new travel patterns, we're refocusing the nature of the ST Express bus network to increase frequency all day, every day, serving a larger variety of trip purposes.

The plan focuses on equity by proposing service increases where people need it most, specifically in South King and Pierce counties, where ridership remained more resilient throughout the pandemic compared to other parts of the region. The plan sets the goal of bringing the same all-day frequent service to several South Puget Sound ST Express bus routes, matching the service levels provided on other frequent routes that operate north and east of Seattle.

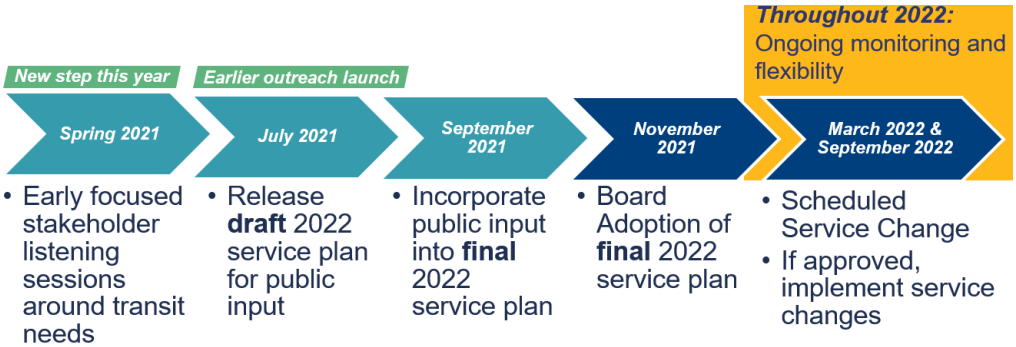
Our regional system will also continue expanding in 2022 with the Hilltop Link Extension opening. This extension will more than double the length of the T Line and add six new stations, providing new local connections from Tacoma Dome Station to the Stadium District and Hilltop neighborhood.

There remains a significant number of challenges and constraints for fulfilling the vision outlined in the 2022 Service Plan. In latter half of 2021, pandemic conditions changed in a short period of time, including the emergence of new variants, delays to returning to office, and re-introduction of some pandemic restrictions. Recent operator shortages, which are impacting transit agencies within our region and across the country, have required emergency reduction of ST Express bus services including on routes that have proposed service improvements. The uncertainty on the duration of the staffing shortages may require that the adoped proposed changes – which have strong public support – be partially implemented or deferred to another year.

Service Plan process

This year we adjusted our planning process to start initial scenario development and public outreach earlier. We added a phase of early engagement in spring 2021 to hear from passengers who continued to using Sound Transit service throughout the pandemic. Through a July online open house and virtual information sessions, we collected feedback on our 2022 Service Plan proposals for both major and minor service changes. Building in additional time to hear from passengers about their service priorities allowed planners more time to refine initial service concepts prior to Board adoption.

On November 19, 2022, the Sound Transit Board of Directors approved the major changes proposed in this plan. Service changes will occur alongside our partner agencies in March annd September 2022. However, since adoption, many operating conditions have changed with the on-going pandemic, and due to operational capacity, proposed changes in this plan may be paritally implemented or deferred until operator availablity has stabilizied and we can reliably provide the service that is scheduled.


New step this year
Earlier outreach launch
Throughout 2022: Ongoing monitoring and flexibility
Spring 2021
July 2021
September 2021
November 2021
March 2022 & September 2022
• Early focused stakeholder listening sessions around transit needs
• Release draft 2022 service plan for public input
• Incorporate public input into final 2022 service plan
• Board Adoption of final 2022 service plan
• Scheduled Service Change
• If approved, implement service changes

On-going pandemic response

Transit agencies across our region and around the world have faced persistent challenges during the COVID-19 pandemic, including decreased ridership, declining revenue and operator shortages. At the same time, agencies have continued to provide safe and reliable transit options, especially to access essential jobs and services. Sound Transit initially reduced service across the network, prioritizing all-day routes instead of peak-only overlay services and maintaining span of service. Since then, as ridership has started to return, we've added service to accommodate increasing demand.

Throughout 2020 and into 2021, the service planning team tracked daily and trip-level ridership to identify areas where ridership exceeded social distancing capacity limits—often occurring on routes serving essential workers in the South Sound. In December 2020 and March 2021, we added trips across the ST Express network to address those that were exceeding social distancing thresholds. In June 2021, coinciding with Governor Inslee's action to lift several statewide pandemic restrictions, we improved Link light rail frequencies to 8-minute service during peak hours and 10-minute midday, evening and weekend service.

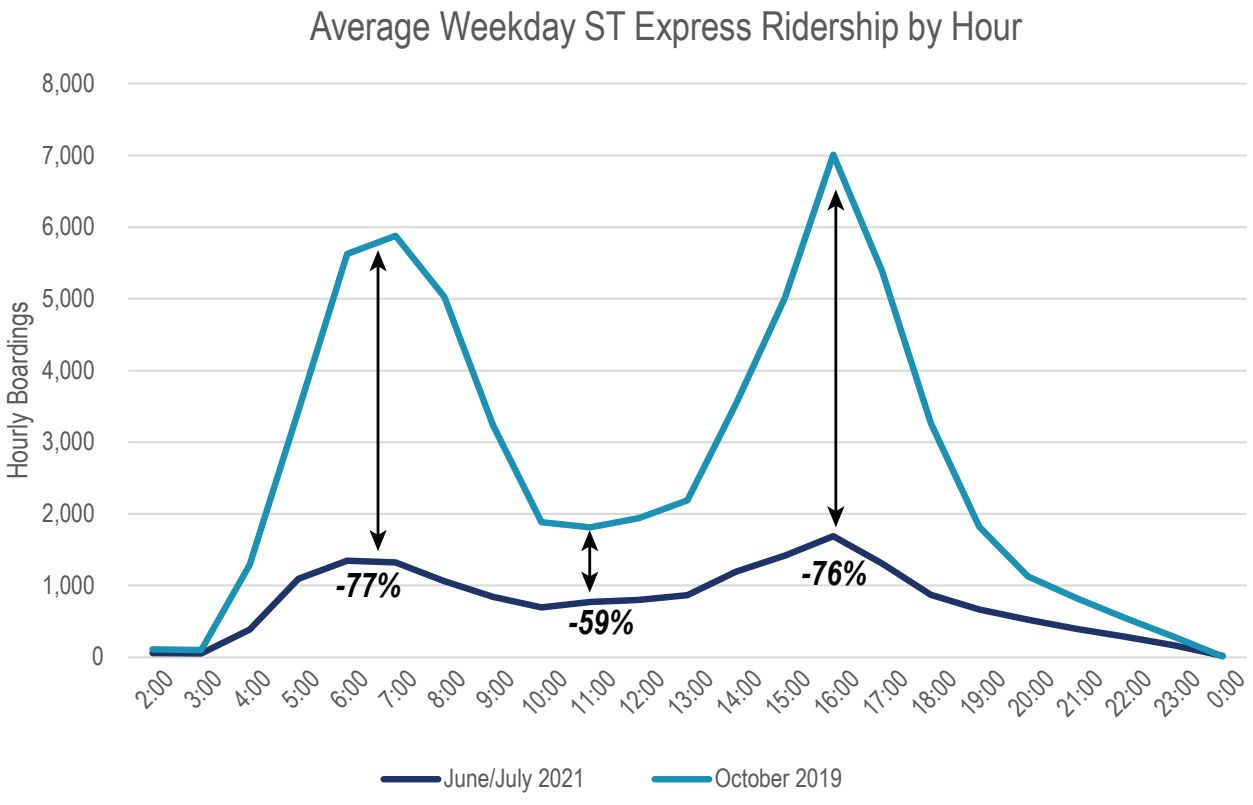
New ridership patterns emerging

Since the lifting of several statewide pandemic restrictions, ridership has begun to rebound across the network with new ridership patterns emerging. The following ridership patterns have informed the goals and strategies for the 2022 Service Plan.

Peak-hour demand

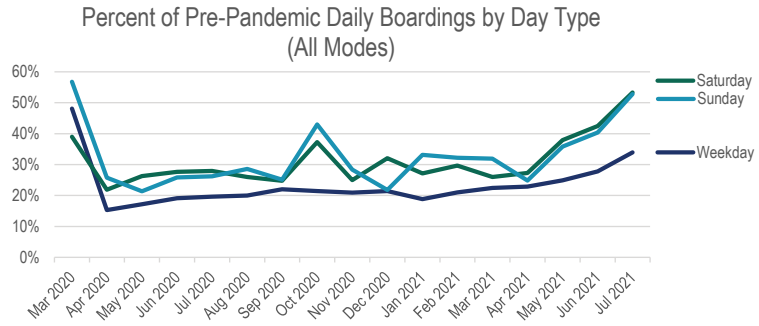
Ridership decline came primarily from the rush hour period, as many people who traditionally commuted during the peak periods either commuted at different times or worked from home. Midday ridership has retained a larger share of riders.

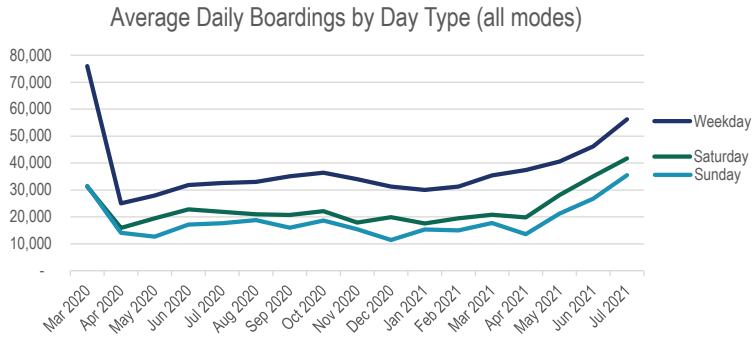
As the chart below shows, the peak period is less pronounced, and passengers who are still using the system are accessing jobs that do not fit the traditional 9-5 schedule, for medical appointments, or other daily necessities.



Weekend demand

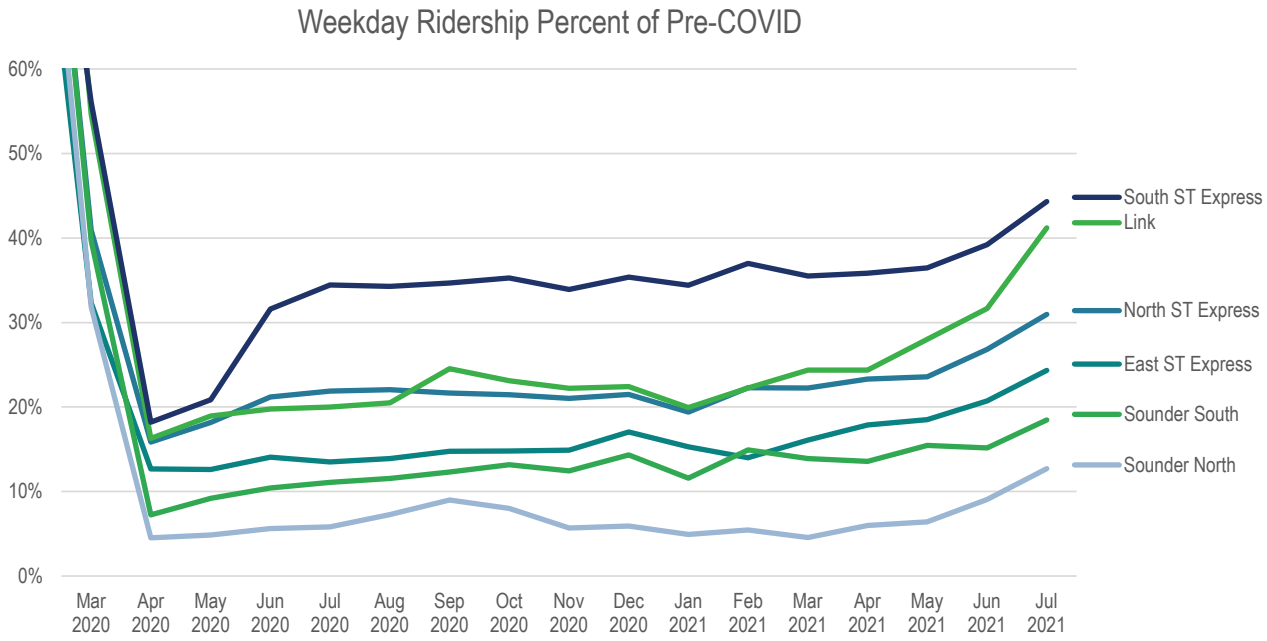
Weekend ridership has been returning at a faster rate than weekdays. In July 2021, average Saturday and Sunday ridership was slightly above half of pre-pandemic ridership levels, compared to 34% for weekdays. Between April and July 2021, weekend ridership more than doubled, while weekday ridership only increased by about 50%. This indicates that many returning riders are using the system to access daily necessities, recreation or social engagements, or jobs that have weekend shifts. Weekdays, however, still have higher total ridership compared to weekends.





Pierce County and South King County ridership

ST Express routes serving South King and Pierce counties had larger percentages of passengers who continued to ride throughout the pandemic, indicating a larger proportion of riders using the system to access in-person jobs and other daily necessities.



On-going challenges with staffing shortages

In October 2021, Pierce Transit, the operator of several South Sound ST Express bus routes, notified Sound Transit that an emergency reduction in services would be required due to severe staffing shortages. Over the course of summer 2021 and into fall 2021, the number of trips canceled due to operator shortage had slowly been increasing. This led to unpredictable service for passengers as cancelations changed day-to-day. Sound Transit worked with Pierce Transit to identify which trips to remove from the schedules, coordinating on shared corridors, and developing strategies to impact the smallest number of passengers. While formalizing the cancelations would give passengers better schedule predictability, the reductions impacted many of the routes that had proposed investments in the 2022 Service Plan. The temporary emergency reduction took effect on November 7, 2021.

Operator shortages are affecting transit agencies across the country including regional transit operators within Puget Sound. Through the rest of 2021 and throughout 2022, Sound Transit will prioritize efforts to mitigate the temporary service reductions and develop strategies to restore service that was impacted by the operator shortage.

The duration of staffing shortages is unknown, and as such, the service proposals in this 2022 Service Plan may be partially implemented or deferred until operator availability improves.

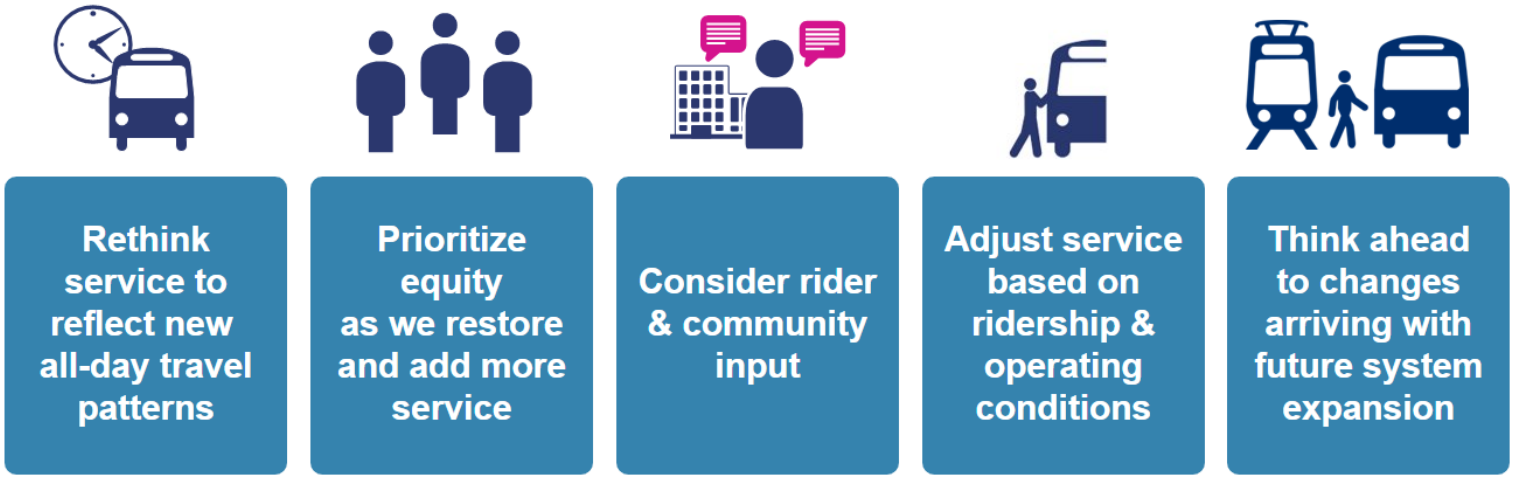
Ongoing flexibility

Our continued ridership monitoring throughout the pandemic has helped service planning address issues as they arise, such as trips exceeding social distancing guidelines. We'll continue to monitor and adjust service as conditions change and new ridership patterns emerge.

Since the beginning of the 2022 Service Plan process in Spring 2021, many new developments have changed the ongoing conditions, including widespread vaccine rollout, lifting and re-introduction of pandemic restrictions, the recent surge of the Delta variant delaying the return to office for many workers in the region, and on-going staffing shortage that have required adjustments in service. All of these new developments and will require Sound Transit to remain flexible and vigilant as conditions continue to change.

Visions and strategies

With the ongoing pandemic still affecting ridership and revenues, 2022 will be a unique year in the context of operating service. We'll also see a change in travel patterns throughout the year, bookended by two major Link extension openings (Northgate in 2021 and Hilltop Tacoma in 2022) and complementary bus network changes.


Rethink service to reflect new all-day travel patterns
Prioritize equity as we restore and add more service
Consider rider & community input
Adjust service based on ridership & operating conditions
Think ahead to changes arriving with future system expansion

2022 service goals

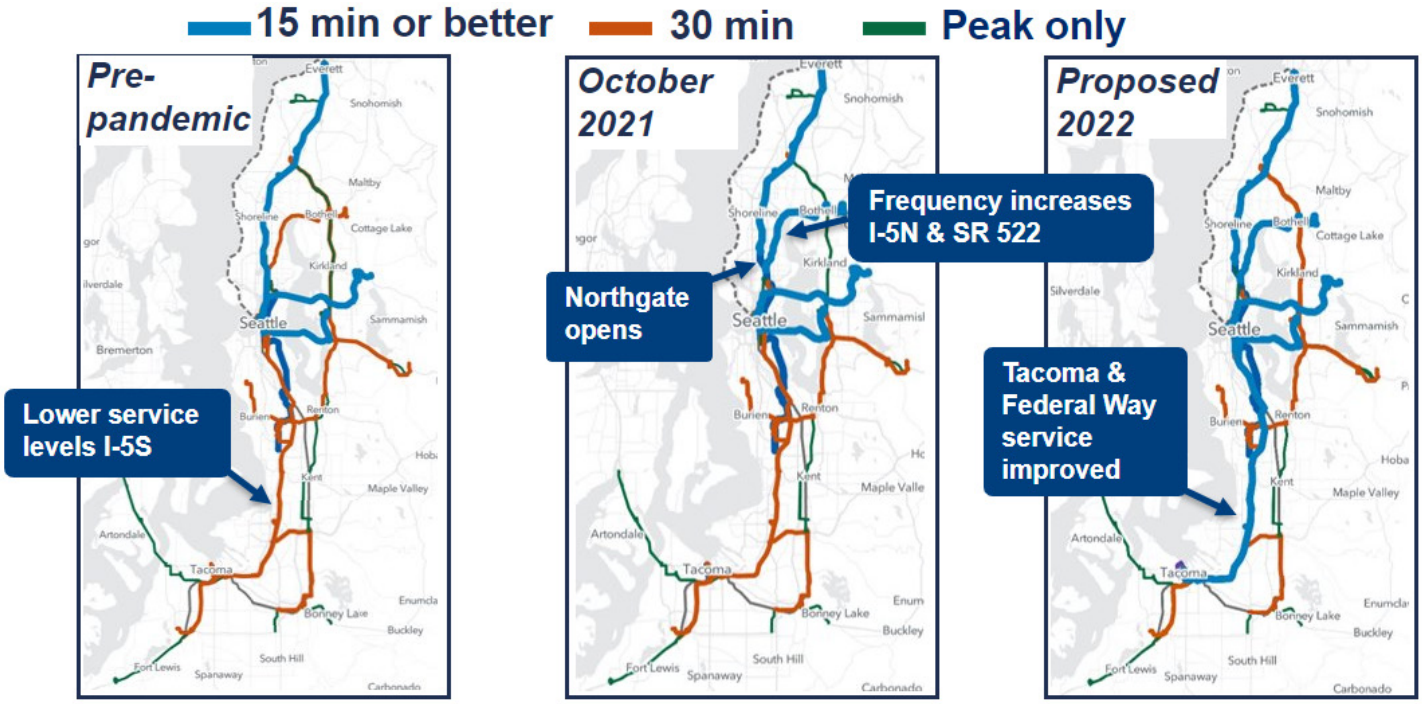
The 2022 Service Plan has several goals as Sound Transit begins to increase service coming out of the pandemic.

Rethink service to reflect new all-day travel patterns

Last year Sound Transit reduced or suspended service during traditional commute hours while preserving all-day connections. Current trends indicate that a number of commuters plan to work in the office less than they did before or with a wider range of hours, so building back from COVID-19 gives us an opportunity to create a network focused on all-day service that works for a larger variety of trip purposes.

The 2022 Service Plan proposes increasing service throughout the day, including middays, evenings, and on weekends, instead of restoring suspended peak-hour only services (5-9 a.m. and 3-7 p.m.). While peak hours would still have a higher frequency, additional midday, evening and weekend service would allow for wider flexibility of work hours and serve passengers travelling for other reasons.

With the goal of responding to new travel patterns within budget constraints, some peak-hour-only routes such as Routes 541, 544, 555 and 567 would remain suspended because a parallel all-day route serves their respective corridors, although the parallel route may have more stops or require a transfer to/from Link light rail or another ST Express service.



Prioritize equity as we restore and add more service

Our 2019 Title VI Service Monitoring Report noted that some ST Express routes that serve low-income or minority populations, especially in South King and Pierce counties, had longer wait times and worse on-time performance compared to other service in the region. The report identified that over time, routes in South King and Pierce counties received less investment in additional service. As we monitored ridership during the pandemic, these were also routes where more passengers have continued to ride.

The 2022 Service Plan is an opportunity to address the findings from the service evaluation, respond to larger demographic and economic trends that are driving population growth in the South Sound, and improve service for areas that continued to show higher ridership use throughout the pandemic.

In October 2021, several routes serving North King and Snohomish counties will increase service to support transfers to the three new Northgate Link Extension stations. Route 512 (Everett – Northgate) and Route 522 (Woodinville – Roosevelt) will both have higher weekday and weekend frequencies, with service averaging approximately every 15 minutes or better throughout most of the day.

The 2022 Service Plan focuses on achieving service parity across the region. In the plan, we propose to increase Tacoma and Federal Way ST Express bus service to every 15 minutes all day, including on weekends, to match service levels previously improved on routes serving East King, North King and Snohomish counties.

Consider public input

Passenger and community feedback is part of every annual Service Plan process, and this year we launched our community input process even earlier to allow additional time to modify proposals. Based on this feedback, we've identified other areas

requiring further analysis on how to better serve passengers, including how to speed up service between South King County and the Eastside along the I-405 corridor.

Adjust service based on ridership and operating conditions

Although ridership is slowly returning to Sound Transit services, COVID-19 pandemic conditions are rapidly changing, with the Delta variant and several major employers delaying the return to office. We'll need to be flexible in order to respond to unpredictable conditions such as passenger demand, new health and safety regulations, staffing shortages, or financial impacts.

We'll consider shifting trip times, adding trips, or restoring currently suspended routes, if consistent shifts in ridership patterns justify an adjustment as we've done since the pandemic began. However, as operator shortages continue to affect transit agencies both locally and nationwide, the ability to add trips may be impacted.

Think ahead to changes arriving with future expansion

ST Express will change with each future light rail extension, with route adjustments to complement and leverage investments in high-capacity transit. Link service will open to the Eastside in 2023, followed by extensions to Redmond, Federal Way and Lynnwood in 2024. More improvements will arrive with the opening of Stride BRT along the I-405 corridor in 2026 and 2027.

By increasing midday and weekend service in 2022, this plan anticipates the all-day frequency benefits that will eventually be offered by high-capacity transit.

Public engagement summary

We began our outreach process for the 2022 Service Plan earlier than in previous years, allowing planners more time to respond to input and refine plans.

The goals of the public outreach effort were to:

- Inform the public of both major and minor proposed service changes for 2022.
- Receive feedback from community groups, stakeholders, passengers and the public on how they felt about the Proposed changes.
- Give the opportunity for any follow-up conversations about the service proposals.

While Sound Transit's Service Standards only require providing public input opportunities for major service changes, we shared both major and minor service change concepts, using a variety of public engagement tactics. The Sound Transit Board has final decision-making authority in approving major service changes outlined in this service plan.

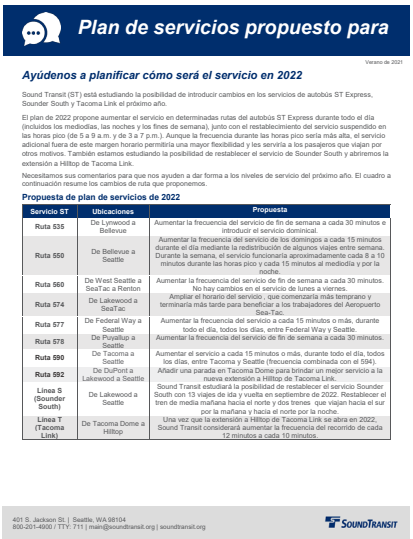
Public engagement

Public engagement activities ran from May through August 2021. Staff informed both customers and the general public about the opportunity to submit feedback on the 2022 Service Plan through a variety of methods.

Community and partner briefings

We contacted community groups and businesses directly in order to raise awareness of the proposal and provide an opportunity for groups or individuals to share preliminary feedback on the initial concepts service planning was considering and other transit needs.

We hosted several meetings with community groups located primarily in the South Sound, and the Asia Pacific Cultural Center scheduled a follow-up conversation regarding other specific needs in their community.



Plan de servicios propuesto para

Verano de 2021

Ayúdenos a planificar cómo será el servicio en 2022

Sound Transit (ST) está estudiando la posibilidad de introducir cambios en los servicios de autobús ST Express, Sounder South y Tacoma Link el próximo año.

El plan de 2022 propone aumentar el servicio en determinadas rutas del autobús ST Express durante todo el día (incluidos los mediodías, las noches y los fines de semana), junto con el restablecimiento del servicio suspendido en las horas pico (de 5 a 9 a.m. y de 3 a 7 p.m.). Aunque la frecuencia durante las horas pico sería más alta, el servicio adicional fuera de este margen horario permitiría una mayor flexibilidad y les serviría a los pasajeros que viajan por otros motivos. También estamos estudiando la posibilidad de restablecer el servicio de Sounder South y abriremos la extensión a Hilltop de Tacoma Link.

Necesitamos sus comentarios para que nos ayuden a dar forma a los niveles de servicio del próximo año. El cuadro a continuación resume los cambios de ruta que proponemos.

Propuesta de plan de servicios de 2022

Servicio ST	Ubicaciones	Propuesta
Ruta 535	De Lynwood a Bellevue	Aumentar la frecuencia del servicio de fin de semana a cada 30 minutos e introducir el servicio dominical.
Ruta 550	De Bellevue a Seattle	Aumentar la frecuencia del servicio de los domingos a cada 15 minutos durante el día mediante la redistribución de algunos viajes entre semana. Durante la semana, el servicio funcionaría aproximadamente cada 8 a 10 minutos durante las horas pico y cada 15 minutos al mediodía y por la noche.
Ruta 560	De West Seattle a SeaTac a Renton	Aumentar la frecuencia del servicio de fin de semana a cada 30 minutos. No hay cambios en el servicio de lunes a viernes.
Ruta 574	De Lakewood a SeaTac	Ampliar el horario del servicio , que comenzaría más temprano y terminaría más tarde para beneficiar a los trabajadores del Aeropuerto Sea-Tac.
Ruta 577	De Federal Way a Seattle	Aumentar la frecuencia del servicio a cada 15 minutos o más, durante todo el día, todos los días, entre Federal Way y Seattle.
Ruta 578	De Puyallup a Seattle	Aumentar la frecuencia del servicio de fin de semana a cada 30 minutos.
Ruta 590	De Tacoma a Seattle	Aumentar el servicio a cada 15 minutos o más, durante todo el día, todos los días, entre Tacoma y Seattle (frecuencia combinada con el 594).
Ruta 592	De DuPont a Lakewood a Seattle	Añadir una parada en Tacoma Dome para brindar un mejor servicio a la nueva extensión a Hilltop de Tacoma Link.
Línea S (Sounder South)	De Lakewood a Seattle	Sound Transit estudiará la posibilidad de restablecer el servicio Sounder South con 13 viajes de ida y vuelta en septiembre de 2022. Restablecer el tren de media mañana hacia el norte y dos trenes que viajan hacia el sur por la mañana y hacia el norte por la noche.
Línea T (Tacoma Link)	De Tacoma Dome a Hilltop	Una vez que la extensión a Hilltop de Tacoma Link se abra en 2022, Sound Transit considerará aumentar la frecuencia del recorrido de cada 12 minutos a cada 10 minutos.

401 S. Jackson St. | Seattle, WA 98104
800-201-4900 / TTY: 711 | main@soundtransit.org | soundtransit.org

SOUNDTRANSIT

Online open house

We shared background information on the 2022 Service Plan, goals, proposed changes, associated maps, and a survey through an online open house at 2022serviceplan.participate.online.

This was the first time Sound Transit used this format for annual service plan engagement, and it not only allowed us to walk readers comprehensively through all the changes, but also provided a fully immersive in-language experience for non-English speakers. We translated the online open house site into Spanish, simplified Chinese, Vietnamese, Somali and Russian. The site also included links to a virtual info session and virtual public hearing.

SOUNDTRANSIT
ESPAÑOL | TIẾNG VIỆT | 简化字 | РУССКИЙ | SOOMALI
Select Language
Powered by Google Translate
2022 Service Plan Proposal
Welcome
Proposal
Survey
Next steps
Stay engaged
Welcome
Sound Transit is seeking public feedback on our 2022 Service Plan. Take the survey below by 11:59 p.m. on Aug. 22, attend the virtual open house on Aug. 11, email your feedback at servicechanges@soundtransit.org, or leave a comment by calling 1-866-940-4387. You can also sign up to give verbal comment at the virtual public hearing on Aug. 12.
What's the annual service plan?
At Sound Transit, we evaluate service performance annually and propose changes to improve performance, respond to ridership trends and use taxpayer resources efficiently.
We forecast many of these proposed changes through our annual planning process, but we need your input to help us hone and improve them.
We recognize that the past year has been extremely challenging. Transit agencies across the region, including Sound Transit, had to reduce service during the pandemic. As the region rebounds and we look ahead to next year, we invite you to learn more about the changes we are proposing to service in
Tell us what you think by Aug. 22
Email us:
servicechanges@soundtransit.org
Call and leave a public comment:
1-866-940-4387
Attend our Virtual Open
SOUNDTRANSIT
ESPAÑOL | TIẾNG VIỆT | РУССКИЙ | SOOMALI | ENGLISH
Select Language
Powered by Google Translate
2022年服务计划提案
欢迎
提案
调查
下个步骤
保持参与
欢迎
Sound Transit 正在就我们的 2022 年服务计划寻求公众反馈。请在8 月 22 日晚上 11:59 之前参加下面的调查；参加 8 月 11 日的虚拟开放日；将您的反馈通过电子邮件发送至 servicechanges@soundtransit.org 或致电发表评论 1-866-940-4387. 您还可以报名参加 8 月 12 日的虚拟公开听证会，以发表口头评论.
年度服务计划是什么？
在 Sound Transit，我们每年都会评估服务绩效并提出改进建议，以提高绩效、响应乘客趋势并有效利用纳税人资源。
我们通过年度规划过程预测了许多这些提议的变化，但我们需要您的意见来帮助我们调整和改进它们。
我们认识到，过去的一年极具挑战性。本区域的公交机构，包括 Sound Transit，不得不在新冠病毒流行期间减少服务。随着本区域的复苏以及我们展望明年，我们邀请您详细了解我们提议在 2022 年服务的变化。您对 2022 年服务计划提案的反馈将有助于塑造未来的服务。
请在 8 月 22 日之前告诉我们您的想法
发电子邮件给我们：
servicechanges@soundtransit.org
致电并发表公众意见：
1-866-940-4387
参加我们的虚拟开放日：

Examples of the 2022 Service Plan online open house and translated versions

Virtual events

We hosted two online events during the comment period. More than 20 people attended our virtual info session at 6 p.m. on Wednesday, Aug. 11, where we presented a brief overview of the proposed 2022 Service Plan, followed by a lively Q&A session. Sound Transit was commended for our help and openness throughout the conversation.

At 9 a.m. on Thursday, Aug. 12, we also hosted a virtual public hearing, where we received two formal comments. You can find the livestream of the hearing here.

Multilingual fact sheets

We distributed information about the 2022 Service Plan to our stakeholders via email to help spread the word about the project. An attached fact sheet helped explain the project, service plan goals, and how to participate in planning. Just as with the online open house, we provided the fact sheet in English, Spanish, simplified Chinese, Vietnamese, Somali and Russian. We also received a special request to translate the fact sheet into Khmer as a follow-up to our engagement with the Asia Pacific Cultural Center.

Email and text updates

We deployed email and text alerts to more than 26,900 passengers who've opted to receive Sound Transit service updates. These notifications invited passengers to review and comment on the 2022 Service Plan, and we also included announcements in four of our Sounder capital project newsletters because of the opportunity to bring the S Line back to full capacity in 2022.

Blog post

A post on Sound Transit's "The Platform" blog explained the 2022 Service Plan goals, opportunities to provide comments and the overall project timeline. The post also included context for when passengers would see these changes.

Social media posts

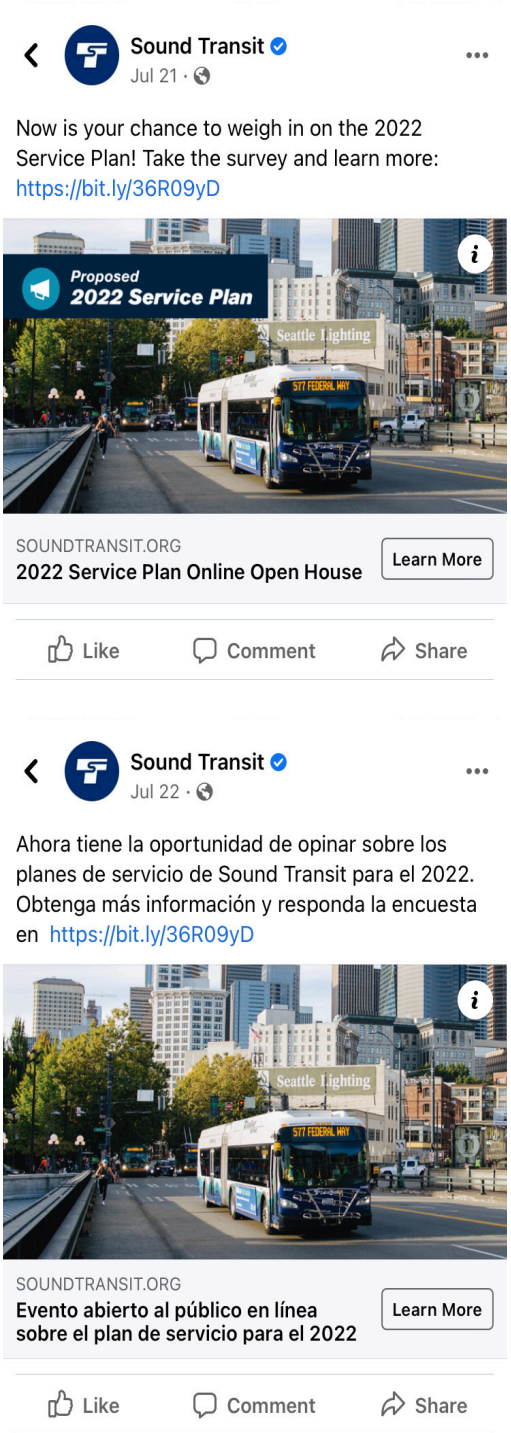
We promoted the online open house and survey through Facebook and Twitter, and we created Facebook events for the virtual info session and virtual public hearing, which we encouraged stakeholders to help share on our behalf.

Press release and earned media

On July 28, Sound Transit issued a press release to 280 standard media outlets. The project earned coverage from six media organizations.

Public comment methods

The primary tool for the public to provide feedback was through the online open house survey. We received 1,243 responses in English, three in Spanish and three in simplified Chinese. Individuals could also submit comment by calling in to one of our two virtual events as well as by e-mail.


Sound Transit
Jul 21 ·
Now is your chance to weigh in on the 2022 Service Plan! Take the survey and learn more: https://bit.ly/36R09yD
Proposed
2022 Service Plan
SOUNDTRANSIT.ORG
2022 Service Plan Online Open House
Learn More
Like
Comment
Share
Sound Transit
Jul 22 ·
Ahora tiene la oportunidad de opinar sobre los planes de servicio de Sound Transit para el 2022. Obtenga más información y responda la encuesta en https://bit.ly/36R09yD
SOUNDTRANSIT.ORG
Evento abierto al público en línea sobre el plan de servicio para el 2022
Learn More
Like
Comment
Share

Comment summary

The survey accompanying the online open house received a total of 1,243 survey responses (which included 115 partially completed surveys). The survey asked respondents to evaluate the proposals for improving service. Respondents were also given the opportunity to provide open-ended responses to capture any other desired service improvements and for routes that had no proposed changes.

Key take-aways from the comments:

- Feedback was very positive for the proposed service improvements, with the exception of the proposed Route 592 stop at Tacoma Dome Station, which respondents were concerned of the increased travel times on an already long trip.
- Many respondents indicated that commuting to/from work was their primary reason for taking transit, and as such most respondents indicated that morning and afternoon commute periods were the most important. Demand for weekend, particularly, for Saturday service, was also noted as important, including to important entertainment or sporting venues.
- While only a quarter of respondents currently ride five days or more a week, over 50% ride at least once a week. This suggests that many survey respondents continue to work from home. This also highlights the need to continue to engage with passengers through other means as some may not be represented in an online survey, as well as the importance of the initial stakeholder discussions on transit service.

Comments on route specific proposals are included in the subsequent route by route profile section. A full analysis of the 2022 Service Plan comments is also included in the appendix.

Proposed service changes

The adopted 2022 Service Plan delivers a regional network that brings service to every 15 minutes on key ST Express markets on weekdays, Saturdays and Sundays, with even higher frequencies during periods of higher demand. ST Express routes would connect major Puget Sound cities, and facilitate travel throughout the region at all times throughout the day and expand access to beyond commute period trips.

In addition, we're proposing several other changes to increase frequencies, primarily during the midday, evening and weekends. Full route-by-route details of the proposed changes can be found in this section.

With the proposed increases, ST Express would operate 87% of the total service hours that operated pre-pandemic. A Title VI Service Equity Analysis consistent with Sound Transit's policies was performed for the proposed major service changes and did not identify any adverse effects, disparate impacts, or disproportionate burdens. The full Title VI Service Equity analysis is included in the Appendix.

Summary of proposals

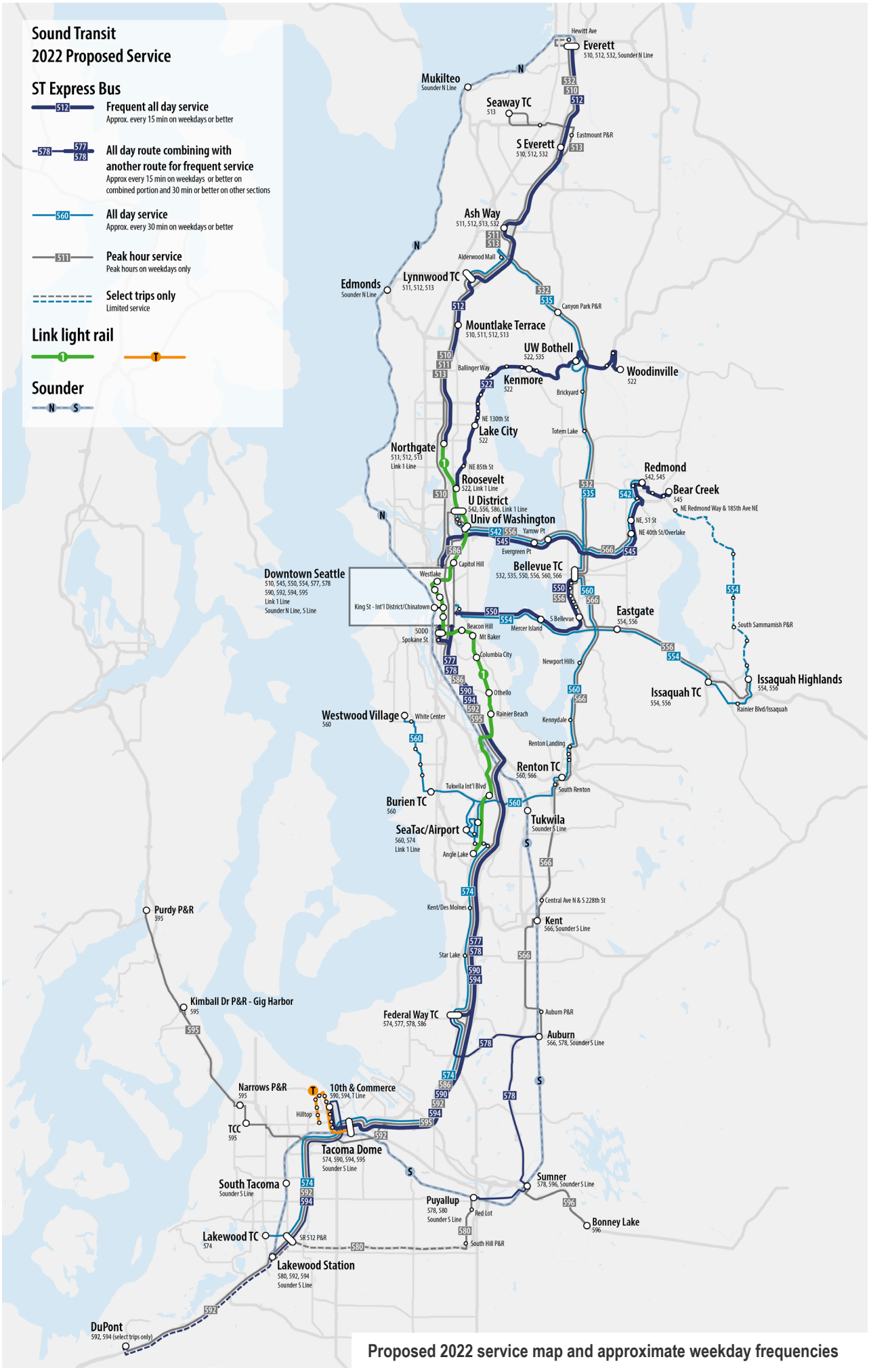
The following table summarizes all proposed changes as adopted by the Sound Transit Board of directors, with additional information included in the route-by-route profiles. While major changes required and were approved by the Sound Transit Board, we also included minor changes as part of our public engagement to help refine proposed changes.

All other routes would operate with the same levels of service as currently, with some minor adjustments to trip times to account for changing traffic levels or ridership.

Challenges and risks

Recent operator shortages in Fall 2021 have required emergency reductions on Pierce Transit-operated services, including many routes which have proposed service improvements in 2022. Restoring service that was reduced in Fall 2021 will be a priority in 2022, and the uncertainty of operator availability may require partial implementation or deferral of the proposals.

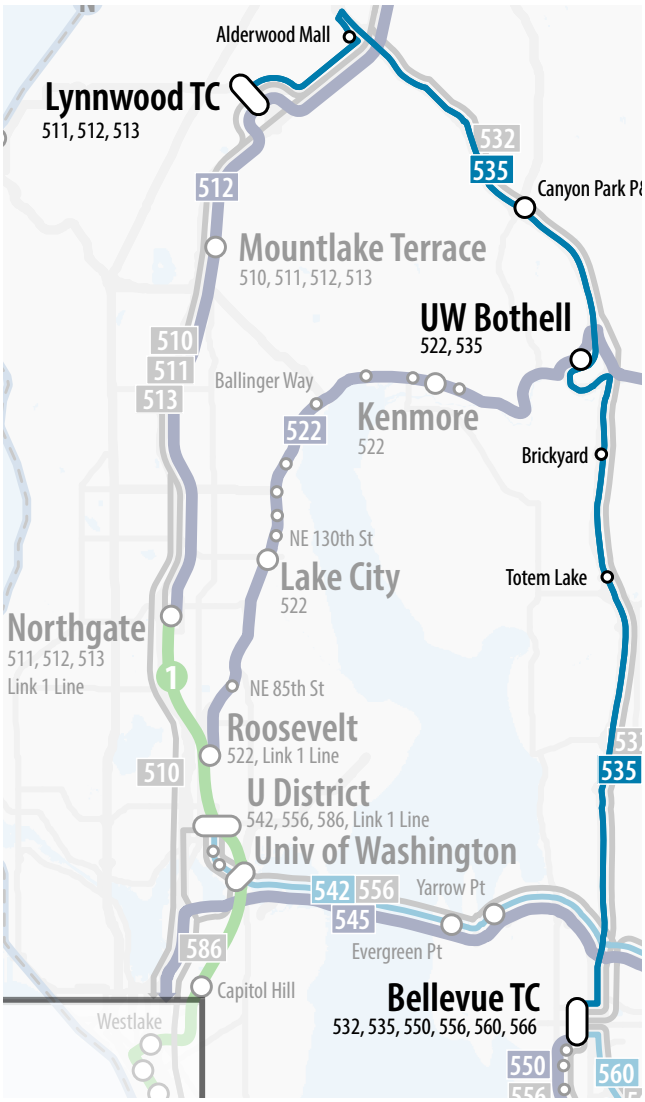
Route	Proposed change	Type of change
535 Lynnwood-Bellevue	Increase service to every 30 min. on Saturdays and introduce Sunday service.	Major
550 Bellevue-Seattle	Increase service to every 15 min. on Sundays by reallocating some weekday trips.	Minor
560 West Seattle-SeaTac-Bellevue	Increase weekend service to every 30 min. during the day.	Minor
574 Lakewood-SeaTac	Expand span of service by adding additional early morning and late night trips.	Minor
577 Federal Way-Seattle	Increase service to every 15 min. between Federal Way and Seattle during the day on both weekdays and weekends.	Minor
578 Puyallup-Seattle	Increase weekend service to every 30 min. between Puyallup and Seattle.	Minor
590 Tacoma-Seattle	Increase service to every 15 min. between Tacoma and Seattle during the day on both weekdays and weekends.	Major
S Line (Sounder South)	Restore service to 13 roundtrips by September 2022.	Major
T Line (Tacoma Link)	Open Hilltop Extension and increase service to every 10 min. on weekdays and Saturdays, and to every 20 min. on Sundays.	Major



Proposed 2022 service map and approximate weekday frequencies

535 Lynnwood-Bellevue

Adopted Major Service Change



Approximate Frequencies

	Current 535 Lynnwood-Bellevue	Proposed 535 Lynnwood - Bellevue
Weekdays		
Early AM	60 min.	60 min.
AM Peak	30 min.	30 min.
Midday	60 min.	30 min.
PM Peak	30 min.	30 min.
Evening	60 min.	60 min.
Late Evening	60 min.	60 min.
Saturday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
Sunday		
Day	No service	30 min.
Late Evening	No service	60 min.

Frequencies are approximate and may vary by direction

Proposed changes

Route 535 currently operates between Lynnwood and Bellevue every 60 minutes for most of the day and every 30 minutes during peak hours. Route 532 (Everett-Bellevue) also provides supplementary service on the corridor during peak hours. In 2027, Route 535 will be replaced by the S2 Line (Stride BRT), offering high-frequency service along the corridor.

The 2022 Service Plan would increase service to every 30 minutes for most of the day. In addition, it would introduce Sunday service every 30 minutes during the day and every 60 minutes during the evening.

Why are we proposing this change?

The proposed changes would improve route utility by offering more frequent service, especially during times where service operates hourly. In addition, it will begin building the market for the future Stride BRT by delivering some of the benefits of better frequency before introduction of the new high capacity transit route.

What does it mean for passengers?

- Passengers traveling during the midday on weekdays and on weekends would have higher frequencies and would not have to wait as long.

Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

What we heard

The feedback for this proposal was supportive, with excitement for the potential of Sunday service on the route. Some commenters noted that many services along the corridor are currently peak- oriented, which has limited the ability to use transit outside the traditional commute hours.

Number of respondents: 60

Representative quotes

"As long as the above proposed new Sunday service is put in, you'd be saviors."

"I'm excited Sunday service on the 535 may return."

"With the pandemic, I have been at home much more often than normal, which is why I have not taken transit in the last three months. But before Covid, I took it every single day. I would love to see improved weekend service in the Eastside. Especially near Bothell almost everything except the [Community Transit] Swift is weekday commuter only. Having Sunday service on the 535 and more frequent service down the 405 corridor would make a huge difference."

550 Bellevue-Seattle

Approximate Frequencies

	Current 550 Bellevue-Seattle	Proposed 550 Bellevue-Seattle
Weekdays		
Early AM	30 min.	30 min.
AM Peak	8-10 min.	9-10 min.
Midday	15 min.	15 min.
PM Peak	8-10 min.	8-10 min.
Evening	15 min.	15 min.
Late Evening	30 min.	30 min.
Saturday		
Day	15 min.	15 min.
Late Evening	30 min.	15 min..
Sunday		
Day	30 min.	15 min..
Late Evening	30 min.	30 min.

Frequencies are approximate and may vary by direction

Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

Proposed changes

Route 550 currently operates every 8-10 minutes during peak hours, 15 minutes during the midday and Saturdays, and 30 minutes on Sundays.

The 2022 Service Plan would reallocate up to 4 roundtrips from the weekdays to Sundays, allowing Sunday frequency to increase to every 15 minutes all day, while maintaining high freuqency service during the peak periods.

Why are we proposing this change?

Increasing service to every 15 minutes on Sundays would allow people to travel between two regional centers and improve regional connectivity. This proposal would be cost neutral by reallocating some underutilized weekday trips with minimal impacts to wait times.

What does this mean for passengers?

- Passengers traveling on weekends would have high-frequency regional connections, allowing passengers to travel without having to consult a schedule. The proposed 15-minute frequencies on Sundays would allow for better regional connections and make transferring between services easier.
- Some passengers may have to wait 1-2 minutes longer during weekdays, however service would continue to operate every 9-10 minutes during peak hours and 15 minutes during the midday and evening. Based on our ridership projections as well as analysis of pre-pandemic ridership, we expect sufficient capacity on the corridor. We'll continue to monitor trends, as we did throughout the pandemic, and add service when necessary.

What we heard

The feedback for this proposal was mostly supportive, many stating that the frequent Sunday service is long overdue. However, some people had concerns about sufficient peak-hour capacity. We will continue to monitor trends and adjust service as necessary.

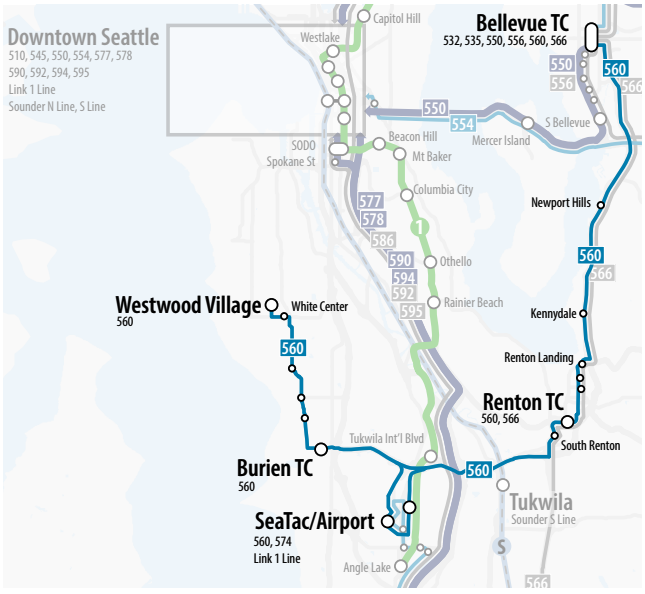
Number of respondents: 89

Representative quotes

"Even though I don't take the 550 much on Sundays, I support increased frequency to make the bus a good option between Seattle and Bellevue…"

"More rides on weekends, especially between 6-9am and 3-5pm."

560 W. Seattle-SeaTac-Bellevue



Approximate Frequencies

	Current 550 Bellevue-Seattle	Proposed 550 Bellevue-Seattle
Weekdays		
Early AM	30 min	30 min
AM Peak	30 min	30 min
Midday	30 min	30 min
PM Peak	30 min	30 min
Evening	30 min	30 min
Late Evening	60 min	60 min
Saturday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
Sunday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction

Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

Proposed changes

Route 560 currently operates every 30 minutes on weekdays and every 60 minutes on weekends, connecting West Seattle and the Eastside to key transportation hubs in South King County such as Burien and the Renton Transit Center, as well as Sea-Tac Airport. In 2027, the corridor will become part of the Stride BRT network.

The 2022 Service Plan would increase weekend service to every 30 minutes.

Why are we proposing this change?

Increasing weekend service would improve route utility, create better connections to several transportation hubs including Sea-Tac Airport, and provide better options between West Seattle, South King County and the Eastside without having to go through Downtown Seattle.

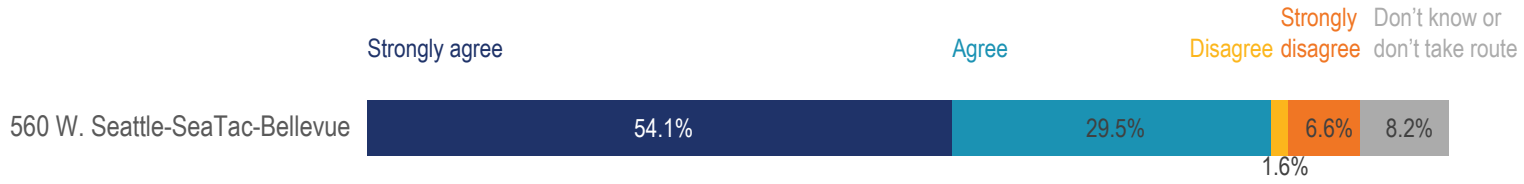
What does this mean for passengers?

- Riders would have more options to travel between West Seattle, South King County and the Eastside as well as to Sea-Tac Airport on weekends.

What we heard

The feedback for this proposal was supportive, particulary in response to additional off-peak options without having to connect in Downtown Seattle, given limited options due to the West Seattle Bridge closure.

We also heard feedback about improving stop locations to better serve White Center. Currently construction on the RapidRide H Line and other construction projects are impacting operations in the area. We will further analyze to see if any alternate routings or stop patterns to better serve this area are possible without impacts to speed and reliability in the area.



Number of respondents: 62

Representative quotes

"The 560 is critical as I must return to in person work at UW. This bus takes me from my park and ride to Bellevue TC which allows me to connect to my next bus to UW. And this bus takes myself and my mother from Newport Hills Park and Ride to West Seattle and back…Accessibility must be more often than once an hour. Thank you kindly!"

574 Lakewood-SeaTac

Approximate Frequencies

	Current 574 Lakewood-SeaTac	Proposed 574 Lakewood-SeaTac
Weekdays		
Early AM	20-30 min	20-30 min
AM Peak	30 min	30 min
Midday	30 min	30 min
PM Peak	30 min	30 min
Evening	30 min	30 min
Late Evening	60 min	60 min
Saturday		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.
Sunday		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction

Proposed changes

Route 574 currently operates approximately every 20-30 minutes with higher frequencies in the early morning timing with employee shifts in SeaTac.

The 2022 Service Plan would add additional trips in the early morning and late evening in order to improve options for employees and travelers heading from the South Sound to SeaTac.

Why are we proposing this change?

Route 574 has retained comparatively high ridership throughout the pandemic, and early-morning trips routinely exceeded social-distancing capacity guidelinesPre-pandemic, some of the most crowded trips were in the very early morning timing with shifts at Sea-Tac Airport, indicating demand for more service during that time.

What does this mean for passengers?

- Riders would have more options in the early morning and late evening to access jobs and flights at Sea-Tac Airport.

Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

What we heard

The feedback for this proposal was supportive. Some commenters also mentioned that service should be more frequent.

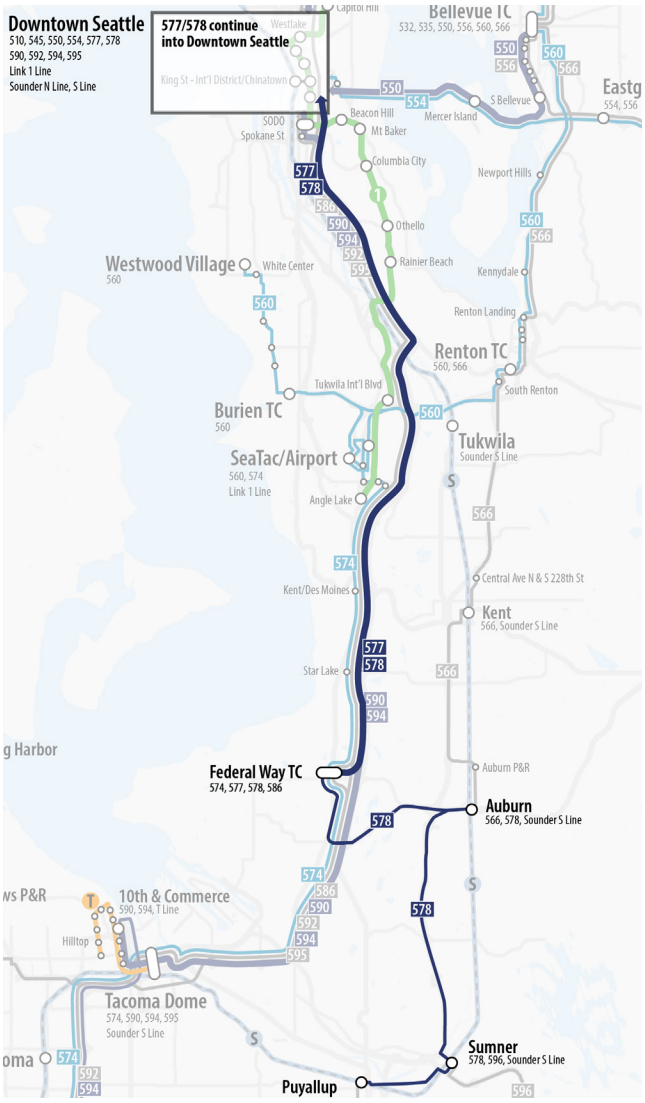
Number of respondents: 73

Representative quotes

"I have a friend who most of the time works late at the airport. He lives close to downtown Tacoma. In the past year I have probably heard from him 50 times where he had to walk 2 miles from TD Station to his apt in Stadium District. Running a later and more frequent 574 would help him and others who work late evenings at SeaTac."

"In my experience, improving the 574 service is the top priority, improving 590/594 service a close second-frequency especially during peak times (which may differ for 574 based on airport employee shifts) but also during early mornings, evenings, weekends."

577 Federal Way-Seattle



Approximate Frequencies

	Current 577/578 Federal Way-Seattle	Proposed 577/578 Federal Way-Seattle
Weekdays		
Early AM	15 min	15 min
AM Peak	8-10 min	8-10 min
Midday	30 min	15 min
PM Peak	10 min	10 min
Evening	30 min	30 min
Late Evening	60 min	60 min
Saturday		
Day	30 min	15 min.
Late Evening	60 min.	60 min.
Sunday		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction

Proposed changes

Currently, both Routes 577 and 578 provide service between Federal Way and Seattle, with the 578 continuing to Puyallup, Sumner and Auburn. During peak hours, service is every 8-10 minutes between Federal Way and Seattle, and every 30 minutes during the midday. On weekends, service is every 30 minutes combined between the two routes.

The proposed 2022 service would offer a combined frequency on Routes 577 and 578 of every 15 minutes between Federal Way and Seattle during the day on weekdays and weekends. Service during the peak periods would remain approximately every 8-10 minutes.

Weekday service between Puyallup and Seattle on Route 578 would operate every 30 minutes, and it would increase from every 60 minutes to every 30 minutes on weekends.

Why are we proposing this change?

Increasing service to every 15 minutes on weekdays and weekends would achieve service parity on a key corridor route to/from South King County, matching service levels offered on routes serving the Eastside and Snohomish County. This would provide a high level of service on a corridor between two major regional centers, provide better service for routes that retained a high proportion of ridership, and improve service in an area that has been growing in population.

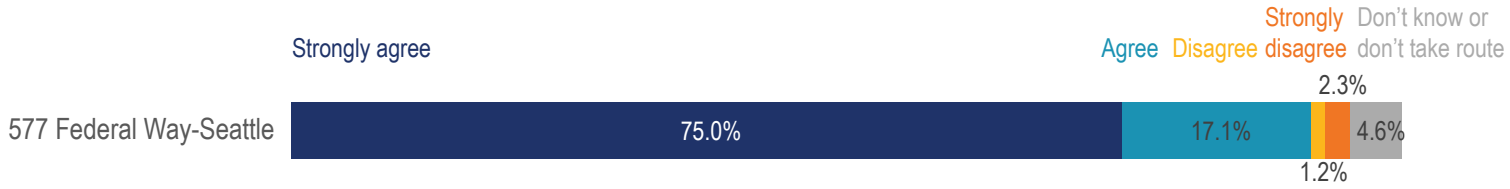
What does this mean for passengers?

- Passengers would be able to travel between Seattle and Federal Way with high-frequency service without having to consult a schedule. In addition, regional connections would be improved with better transfer opportunities to/from King County Metro services at Federal Way Transit Center.

Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

What we heard

The feedback for this proposal was supportive, especially in regards to better transfers at Federal Way Transit Center and in Downtown Seattle between Sound Transit and King County Metro or Pierce Transit local services.



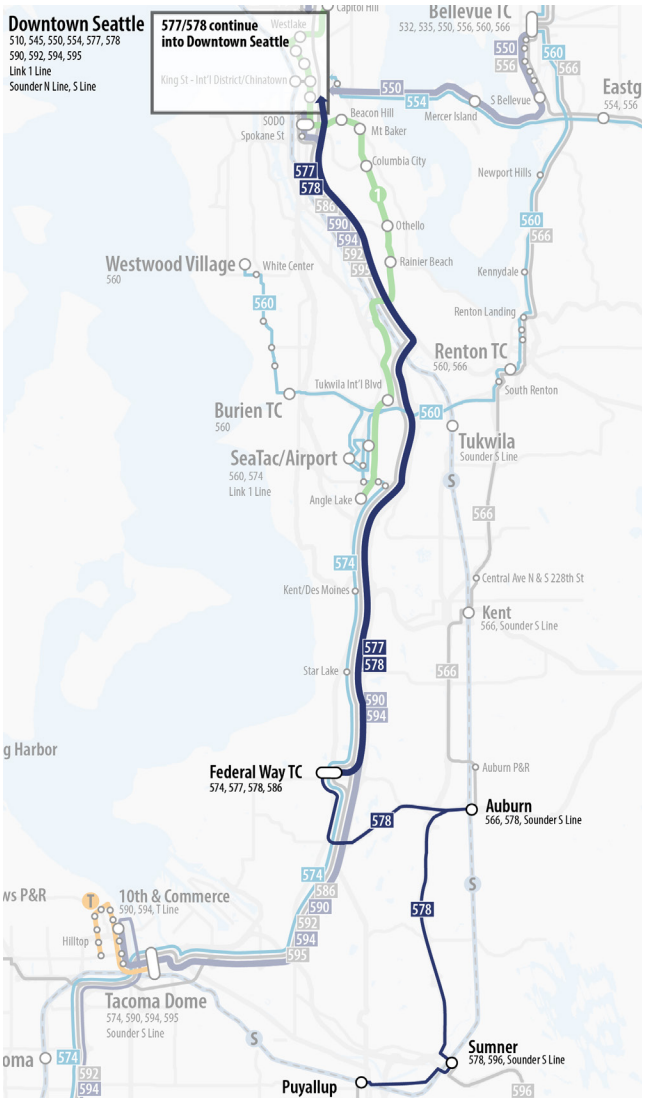
Number of respondents: 89

Representative quotes

"Having more frequent 577 busses in the morning will make my commute less stressful and allow me to stay on schedule."

"More frequent late evening service would be helpful so that I could take the bus to federal way from events in downtown Seattle (e.g. sporting events and concerts.)"

578 Puyallup-Seattle



Approximate Frequencies

	Current 578 Puyallup-Seattle	Proposed 578 Puyallup-Seattle
Weekdays		
Early AM	30 min	30 min
AM Peak	30 min	30 min
Midday	30 min	30 min
PM Peak	30 min	30 min
Evening	30 min	30 min
Late Evening	60 min	60 min
Saturday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
Sunday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction

Proposed changes

Route 578 currently provides service between Puyallup and Seattle via Federal Way. Service operates every 30 minutes on weekdays. It does not operate during the peak periods when Sounder service is available. On weekends, service is every 60 minutes.

The 2022 Service Plan proposes increasing service to every 30 minutes on weekends as well as adding some supplementary trips during the weekday to improve the span of service and make the service easier to understand.

Why are we proposing this change?

Route 578 continued to have higher ridership throughout the pandemic. Increasing weekend service to every 30 minutes would increase route utility and give better options to riders, especially during times when Sounder South is not operating.

What does this mean for passengers?

- Service on weekends would be more frequent, allowing a wider range of options between the South Sound and Downtown Seattle.

Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

What we heard

The feedback for this proposal was supportive. Some respondents indicated that late evening service was important.

Number of respondents: 109

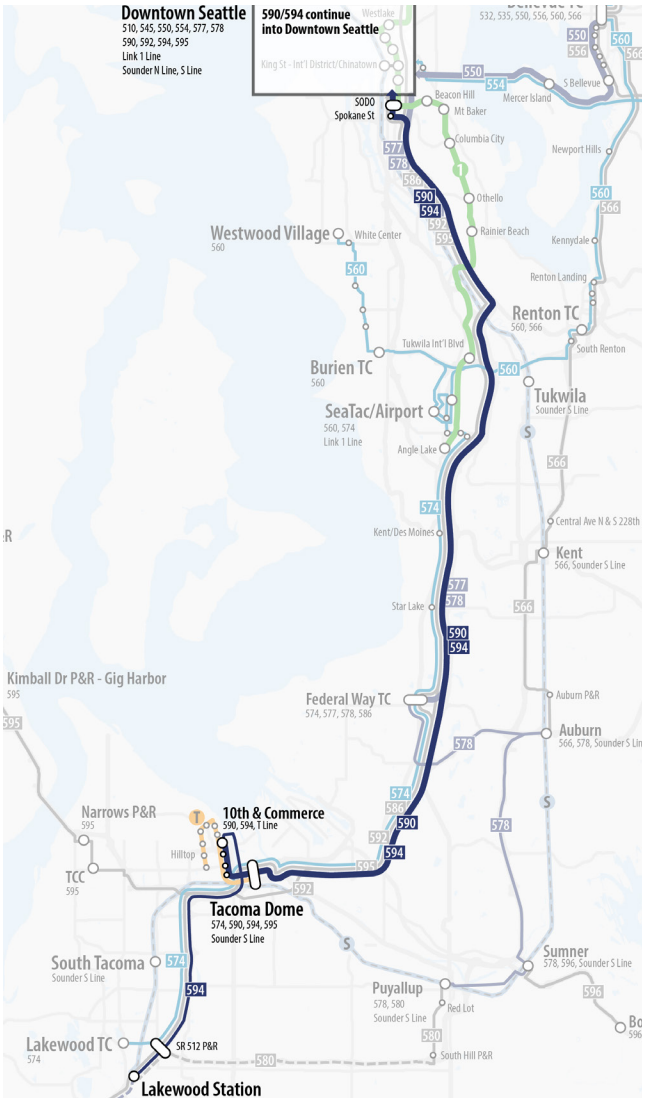
Representative quotes

"I like the idea of more 577/578 busses during the work day. Once mask and social distancing requirements are gone, crowded buses will resume. More buses equals less crowding."

"Very excited at the increase in service for the 577/578"

590 Tacoma-Seattle

Adopted Major Service Change



Approximate Frequencies

	Current 590/594 Tacoma-Seattle	Proposed 590/594 Tacoma-Seattle
Weekdays		
Early AM	6-8 min	6-8 min
AM Peak	6-8 min	6-8 min
Midday	30 min	15 min
PM Peak	6-8 min	6-9 min
Evening	30 min	15-30 min
Late Evening	30 min	30 min
Saturday		
Day	30 min.	15 min.
Late Evening	30 min.	30 min.
Sunday		
Day	30 min.	15 min.
Late Evening	30 min.	60 min.

Frequencies are approximate and may vary by direction

Proposed changes

Route 590 currently operates between Tacoma and Seattle during peak periods approximately every 6-8 minutes. Route 594 (Lakewood/Tacoma-Seattle) offers service between Tacoma and Seattle every 30 minutes during the weekday off-peak and on weekends.

The proposed 2022 service would offer a combined frequency of every 15 minutes on Routes 590 and 594 between Tacoma and Seattle. Service would continue to operate approximately every 6-9 minutes during peak periods with some minor adjustments based on demand.

Why are we proposing this change?

Increasing service to every 15 minutes on weekdays and weekends would achieve service parity on a key route between two major regional centers, matching service levels offered on routes serving the Eastside and Snohomish County. In addition, the increased service would provide stronger regional connectivity to the T Line (Tacoma Link) and Pierce Transit bus routes.

What does this mean for passengers?

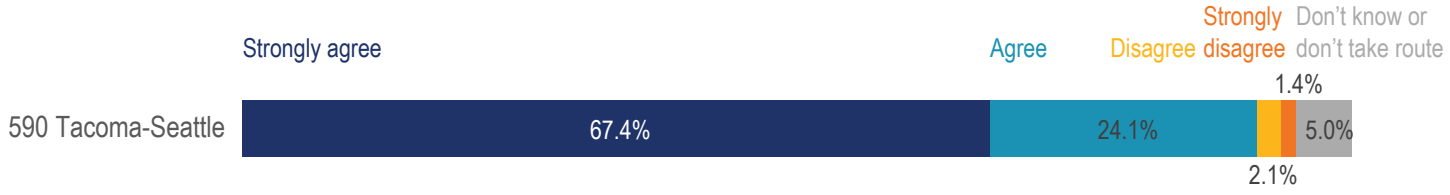
- Passengers traveling between Seattle and Tacoma would have high-frequency service without needing to consult a schedule. In addition, regional connections would be improved with easier transfers at Tacoma Dome Station to the T Line (Tacoma Link) and Pierce Transit service.

Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

What we heard

The feedback for this proposal was supportive, with some saying this was a long overdue service improvement. Several commenters also requested continued frequency of service longer into the night even if it meant slightly reducing the peak period frequency.

Based on this feedback, and upon implementation of this proposal, we'll investigate whether we can provide higher evening and late night frequency by slightly decreasing peak hour frequency to every 6-9 minutes instead of the current 6-8 minutes, especially since the evening peak traditionally had less crowded buses pre-pandemic. The proposal was amended as such.



Number of respondents: 141

Representative quotes

"I used to live in Tacoma and the proposed service changes to the 590/594 are LONG OVERDUE. Prior to the pandemic, we couldn't believe Sound Transit wouldn't add buses on Saturdays when the aisle would routinely be full of standees."

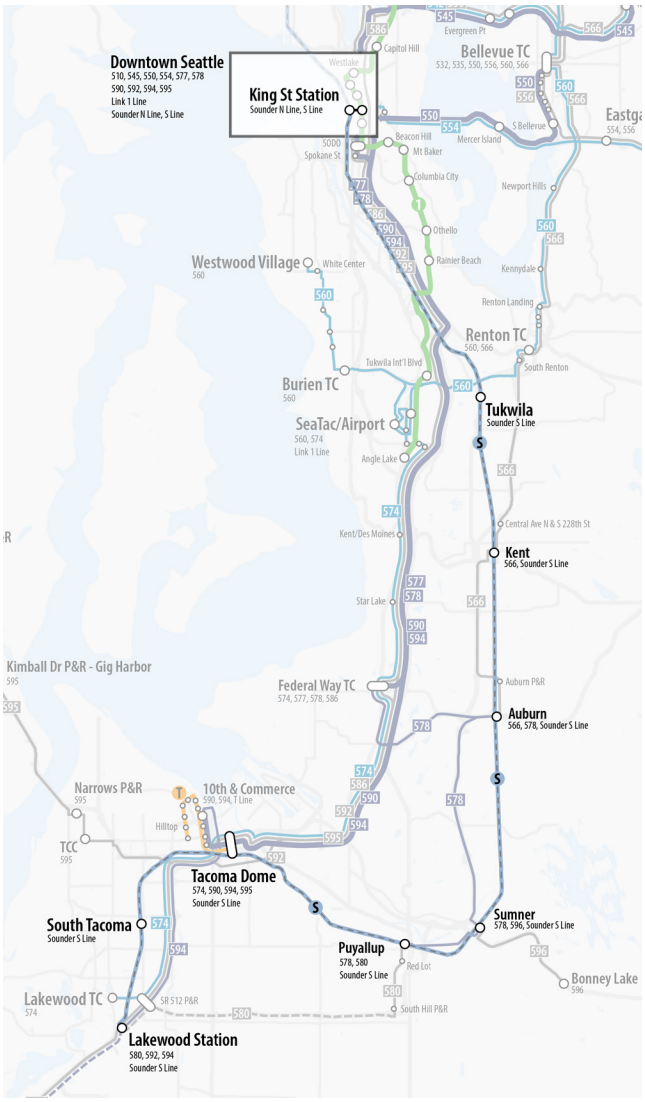
"It would be nice if the bus came every 15 minutes. It would make getting home faster. Especially on weekends."

"I would support lower bus frequencies in the morning to Seattle with higher frequencies in the evening."

"Evening commute time should extend to 7pm or not have such a drastic drop in frequency at 6pm. Workers who don't make the 6pm cut-off time suffer extended delay."

Sounder S Line

Approved Major Service Change



Approximate Frequencies

	Current S Line (Sounder South)	Proposed S Line (Sounder South)
Weekdays	10 roundtrips (eff. September 2021)	13 roundtrips

Proposed changes

The Sounder S Line (South) currently operates 10 roundtrips per day. Due to BNSF easements, the service is peak-oriented, and train timing is also limited based on negotiations with BNSF.

The 2022 Service Plan proposes to increase service back to 13 trips per day, the S Line's pre-pandemic service level, by September 2022.

While historically Sounder service has been peak-oriented, we've heard comments about expanding options, especially in the late morning and early afternoon, to better match changing commute hours. We also want to reflect new travel patterns, and will work with our partners at BNSF to explore options for schedules in Spring 2022. We will continue to monitor ridership and decisions made by major employers to determine how we phase in the new trains.

Why are we proposing this change?

Increasing the number of trains would increase the number of options between the South Sound and Seattle as well as provide additional capacity during peak periods.

What does this mean for passengers?

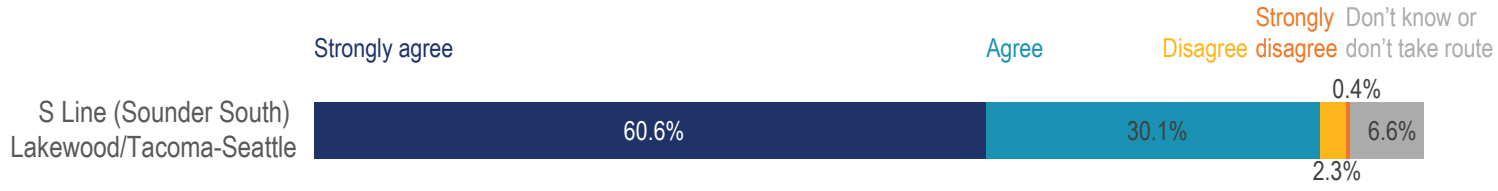
- Passengers traveling between Seattle and Tacoma would have high-frequency service without needing to consult a schedule. In addition, regional connections would be improved with easier transfers Wat Tacoma Dome Station to the T Line (Tacoma Link) and Pierce Transit service.

What we heard

The feedback for this proposal was supportive.

Sounder passengers were given the opportunity to weigh in on how trains would be phased back as we work with our partner BNSF in on restoring service throughout 2022. In terms of preference of restoration of trains:

- Overall, most survey respondents preferred restoration of additional peak trains (45%), followed by 30% in favor of a later northbound morning trip, and 25% indicating a preference for reverse peak trains.
- For survey respondents who ride at least once a week, while most still preferred trains around the peak hours (44%), but there was slightly more preference for reverse peak (28%).
- Several commenters mentioned the need for more all-day service similar to other regional rail systems. While train times are subject to negotiations with BNSF, we will continue to explore options for other schedules that reflect emerging regional travel patterns.



Number of respondents: 256

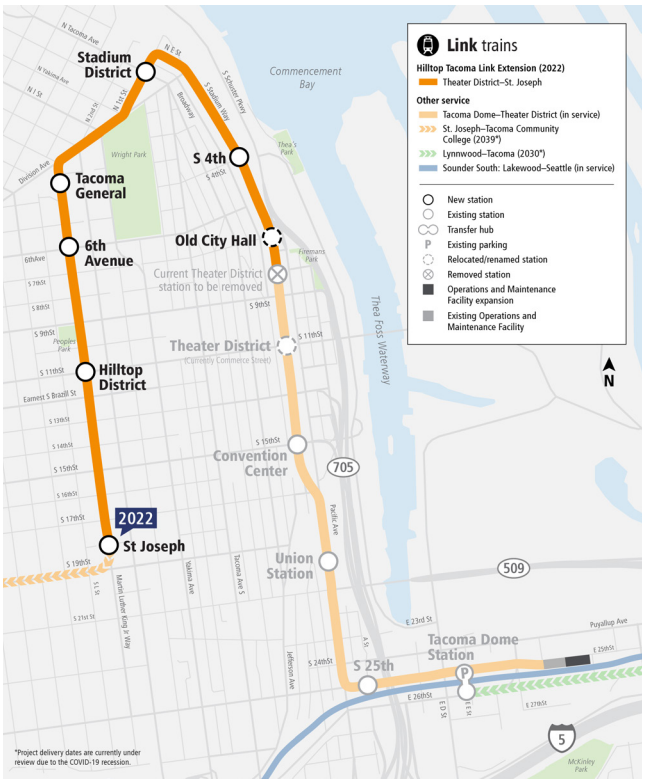
Representative quotes

"Would be great to have more South Sounder train service from SEA to Tacoma."

"I recently moved to Tacoma from Seattle. I'm currently fully remote but expect to be back in the office later this year. My work has somewhat flexible hours…very few arrive in the office by 9am...Please increase the schedule to serve later morning times northbound."

T Line (Tacoma Link)

Approved Major Service Change



Approximate Frequencies

	Current T Line: Tacoma Dome-Theater District	Proposed T Line: Tacoma Dome-Hilltop District
Weekdays		
Early AM	24 min.	20 min.
AM Peak	12 min.	10 min.
Midday	12 min.	10 min.
PM Peak	12 min.	10 min.
Evening	12-24 min.	10-20 min.
Late Evening	24 min.	20 min.
Saturday		
Day	12 min.	10 min.
Late Evening	12 min.	10 min.
Sunday		
Day	24 min.	20 min.
Late Evening	No service	No service

Frequencies are approximate and may vary by direction

Proposed changes

The T Line (Tacoma Link) operates every 12 minutes on weekdays and Saturdays and every 24 minutes on Sundays.

The Hilltop Link Extension will open in 2022, relocating one existing station and adding six new stations and better local connections within Tacoma. These connect to popular destinations such as the Stadium District, Wright Park and major medical facilities before reaching the new terminus in the Hilltop neighborhood. The 2022 Service Plan, which will guide how service will be operated, and is the last planning step in delivering this transit project.

Why are we proposing this change?

The Hilltop Extension will open in 2022, and a frequency increase is part of the project, making service more convenient for both existing and new connections that the T Line serves.

What does this mean for passengers?

- Passengers would have a new connection between Tacoma Dome and the Hilltop neighborhood as well as better transfer opportunities at Tacoma Dome Station to the S Line (Sounder South) and ST Express buses.

What we heard

Feedback was supportive, however some commenters thought the T Line should have more frequent service, especially on Sundays. In addition, timing of connections, such as to S Line trains and ST Express buses, was something that would improve service.

Number of respondents: 64

Representative quotes

"The T Line expansion will keep me from driving from Tacoma Dome station."

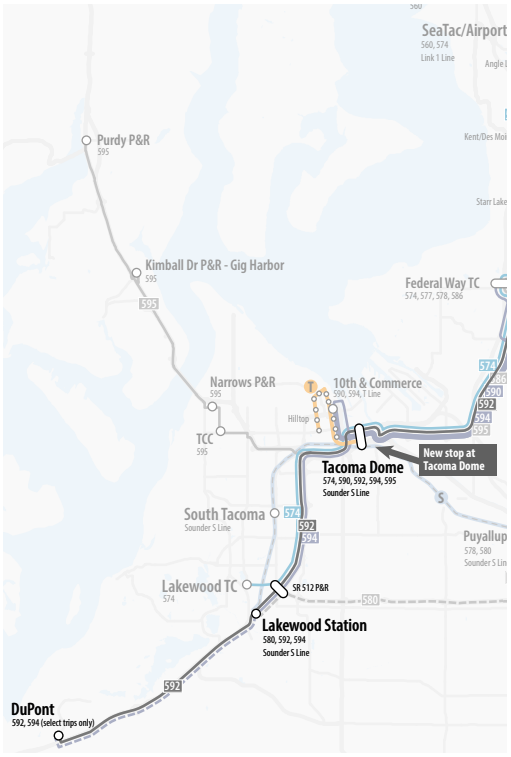
Changes to initial proposals based on feedback

592 DuPont-Seattle

During the engagement process, the public weighed in on a concept to add a stop on Route 592 at the Tacoma Dome as a way to provide local connections within Pierce County that currently do not exist. Pierce Transit only has service as far south as Tillicum, and traveling between between DuPont and Tacoma requires transfers.

Due to the number of people expressing concerns with the proposal, both through the online open house and during our virtual events, we're no longer proposing this change.

Some commenters suggested the need to redesign the 592 and 594 to streamline operations, including making service faster on Route 594. Because of the number of passengers who would be affected by a redesign of this scale, service planning will analyze ways further improve services on these routes in a future Service Plan.



Original Route 592 proposal to add a stop at Tacoma Dome. This proposal is no longer being considerd based on passenger feedback

Further analysis of I-405 South service

Route 566 would operate as it does currently, and while we did not solicit feedback for routes that were not changing, several commenters in our online open house and at our public hearing indicated the need for faster service along the I-405 South corridor between Kent/Auburn and the Eastside. While Route 566 continues to offer service, it has a slower travel time compared to suspended Route 567.

Service planning will continue to monitor and analyze ridership trends on these routes for ways to improve I-405 South services.

Appendix

1. Proposed service frequencies for all routes in 2022

2. Title VI Service Equity Analysis

3. 2022 Service Plan Comment Report

4. Full compilation of public comments

Proposed service frequencies for all routes in 2022

The following table shows the proposed service frequencies for all Sound Transit routes, including those without changes. Service frequencies are approximate and may vary by direction of travel, and routes may also operate outside the periods shown. Proposed frequencies are subject to operational capacity at our partner transit agencies.

Route	Proposed Changes	Weekdays						Saturday	Sunday
		Early AM	AM Peak	Midday	PM Peak	Evening	Late Evening	Day	Day
510 Everett-Seattle	No changes	20	10-30	-	15-20	-	-	-	-
511 Ash Way-Northgate	No changes	20	8 (combined with 513)	-	8 (combined with 513)	-	-	-	-
512 Everett-Northgate	No changes	15	8-16	10-20	8-16	10-20	30	10-20	10-20
513 Seaway TC-Northgate	No changes	24	24	-	24				
522 Woodinville-Roosevelt	No changes	16	16	10-20	16	10-20	30	10-20	10-20
532 Everett-Bellevue	No changes.	45	16	-	16	-	-	-	-
535 Lynnwood-Bellevue	Increase service on midday and weekends; introduce Sunday service.	60	30	30	30	60	-	30	30
542 Redmond-U District	No changes	30	20	30	20	30		30	30
545 Redmond-Seattle	No changes	30	8-10	15	8-10	30	60	15	30
550 Bellevue-Seattle	Increase service on Sunday to every 15 minutes by re-allocating some weekday trips.	30	8-10	15	8-10	30	30	15	15
554 Issaquah-Seattle	No changes	30	15	20	15	60	60	30	30
556 Issaquah-U District	No changes	30	30	-	30	-	-	-	-
560 W. Seattle-SeaTac-Bellevue	Increase weekend service.	30	30	30	30	60	60	30	30
566 Auburn-Overlake	No changes from September 2021.	40	20	-	20	-	-	-	-
574 Lakewood-SeaTac	Expand span of service.	30	30	30	30	60	60	30	30
577 Federal Way-Seattle	Increase service on weekday middays and weekends to offer 15 min service between Federal Way and Seattle.	15	8	15 (combined with 578)	10 (combined with 578)	15-30 (combined with 578)	-	15 (combined with 578)	15 (combined with 578)
578 Puyallup/Federal Way -Seattle	Increase weekend service to every 30 minutes; expand span of service. Simplify service.	60	30	30	30	30	60	30	30
580 Puyallup-Lakewood	No changes	20	20	-	20	-	-	-	-
586 Tacoma-U District	No changes	30	30	-	30	-	-	-	-
590 Tacoma-Seattle	Introduce midday and weekend service to offer 15 min frequencies between Tacoma and Seattle	15	8	15 (combined with 594)	8	15-30 (combined with 594)	-	15 (combined with 594)	15 (combined with 594)
592 DuPont-Seattle	No changes	20	20	-	20	-	-	-	-
594 Lakewood-Seattle	No changes	30	30	30	30	30	30	30	30
595 Gig Harbor-Seattle	No changes	60	60	-	60	-	-	-	-
596 Bonney Lake-Sumner	No changes	20	20		20	-	-	-	-
1 Line (Link)	Open the Hilltop Extension, increase service.	10	8	10	8	10	15	10	10
T Line (Tacoma Link)	No changes	20	10	10	10	10	20	10	20
S Line (Sounder South)	Restore 13 roundtrips by September 2022	13 weekday roundtrips						-	-
N Line (Sounder North)	No changes	2 weekday roundtrips						-	-

2022 Service Plan: Service Equity Analysis (Title VI)

As part of the annual Service Plan, Sound Transit conducts a service equity analysis, also known as a Title VI evaluation analysis, to ensure that changes to transit service are consistent with DOT Title VI regulations, FTA 4702.1B policies defined by the Sound Transit Board of Directors.

The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states: No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

POLICIES AND DEFINITIONS

The section below describes Sound Transit's approved policies for conducting and identifying major service changes, as well as for assessing their impacts on Title VI populations.

Service Standards and Performance Measures

Service standards and performance measures are a set of guidelines that are used to design, evaluate and modify transit service. The standards and measures establish baselines to obtain optimum efficiency and effectiveness in the system on a short-term basis, while maintaining or improving the quality of service. Planning and day-to-day management of transit service is based on the established service standards and performance measures. The guidelines provide a multi-step process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

The Service Standards and Performance Measures defines the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure Sound Transit services are meeting the demand for regional transit in the Puget Sound area.

Major Service Change

Resolution R2013-18, adopted by the Sound Transit Board of Directors in 2013, established policies for conducting equity analyses of major service changes and assessing the impacts on minority and low income populations.
This policy defines a major service change as follows:

- A major service change is any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly platform service hours,
- Move the location of a stop or station by more than a half mile.
- Closing or removing a stop or station without replacement within a half mile.

Public Engagement Process for Setting the Major Service Change Policy

On Aug. 5, 2013 more than 60 organizations and individuals in the Sound Transit region representing minority and low-income advocacy, interest and community based organizations, received a letter notifying recipients of the proposed policies and soliciting comments. The letter

included a summary of the proposed actions along with copies of the draft resolutions, and offered to provide further information or respond to questions regarding the draft policies. The information also contained a discussion of Title VI and the process for public comment to staff, along with dates and times for Executive Committee and the Sound Transit Board meetings to take action on the resolutions, should they decide to provide comments directly to Board members. A second communication went out Aug. 19, 2013. This information also went to Sound Transit's Diversity Oversight Committee for discussion and comments at their meeting on Aug. 23, 2013. As a result of the request for comments, Sound Transit was contacted jointly by four organizations with suggestions on how to implement the policies and a proposal to revise the fare change resolution to specifically include "changes in payment type, payment media and availability or duration of paper or electronic transfers." Sound Transit incorporated that revision into the approved resolution.

Adverse Effects

The adopted Sound Transit major service change policy, described above, also defines potential adverse effects of major service changes and thresholds for determining whether the proposed service change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations.

The definitions are as follows:

- A **potential adverse effect** is defined as a geographical or time-based addition or reduction in service which includes but is not limited to: changes to span of service, changes to frequency of service, or elimination of routes or route segments.

- A **disparate impact** occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area.

- A **disproportionate burden** occurs when the low income percentage of the population adversely affected by a major service change is greater than the average low income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the service equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

DEFINITIONS AND DATA ANALYSIS

The following sections describe the data definitions and methodologies used by Sound Transit to develop estimates for Title VI populations within the Sound Transit service area.

Demographic Analysis Methodology and Title VI Data Definitions

Sound Transit uses census demographic data to identify Title VI communities (Minority, Low Income, & Limited English Proficiency) for service equity analysis and calculates the system-wide or mode specific average representation of these communities within the general population. Only Minority or Low Income status are used to determine if a disparate impact or

disproportionate burden must be mitigated or analyzed. However, identifying Limited English Proficiency (LEP) residents helps to better inform outreach efforts. Sound Transit uses the 2010 designated Census Tracts as the geographic basis for assessing the Title VI populations. Sound Transit uses the most recent five-year demographic estimates available from American Community Survey (ACS). The ACS dataset identifies Minority, Low Income and LEP populations as follows:

Minority: Persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander.

Low income: Persons whose household income is below the federal poverty level.

Limited English Proficiency (LEP): Persons who identify a language other than English as their primary language and are not fluent in English.

The following sections describe the methodology for identifying each of the Title VI populations for the purposes of the annual service equity analysis.

Service Area Methodology

Most transit agencies in the United States define their service area as a buffered distance around each of their transit routes. Given the unique service characteristics of Sound Transit service – limited stops connecting regional urban and employment centers – the agency defines its service area based on a radial distance from each transit stop, rather than the transit route alignment.

STOP TYPE	SERVICE AREA (Miles)
Bus stop without parking	0.5
Rail stop without parking	1.0
Major bus facility	2.5
Rail station with parking	5

Sound Transit Title VI Population Estimates

Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for the three Title VI populations for the Sound Transit service area are identified by census tract and the district overall. The population representation for any census tract is calculated using the percentage of area that falls within the district or mode's service area to estimate the specific number of people that fall within each of the Title VI categories. For example, if a census tract total is 10 acres and 3 acres are in the service area, based on the previously identified methodologies, then 30 percent of the tract's total population, and in turn the respective Title VI populations, is considered to be within the service area. This methodology assumes an even distribution of population throughout the census tract.

Sound Transit Title VI Population Estimates Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for the three Title VI populations for the Sound Transit service area are identified by census tract and the district overall. The population representation for any census tract is calculated using the percentage of area that falls within the district or mode's service area to estimate the specific number of people that fall within each of the Title VI categories. For example, if a census tract total is 10 acres and 3 acres are in the service area, based on the previously identified methodologies, then 30 percent of the tract's total population, and in turn the respective Title VI populations, is considered to be within the service area. This methodology assumes an even distribution of population throughout the census tract. Figure 1 shows the Title VI population averages for the Sound Transit service area using the 2019 ACS Dataset.

In the course of performing the equity analysis for possible disparate impact or disproportionate burden, Sound Transit analyzes how the proposed major service change action could impact minority and low-income populations, as compared to non-minority and non- low-income populations.

The Sound Transit district minority and low-income averages are used in conjunction with the disparate impact policy and disproportionate burden policy thresholds to determine if, in the event the proposed action(s) have an adverse impact that affects protected populations more than other populations, the finding would be considered a potential disparate impact and/or disproportionate burden. In the event of a disparate impact and/or disproportionate burden finding, Sound Transit would evaluate alternatives or take measures to minimize or mitigate the adverse effect(s). LEP averages help to advise the outreach strategy. The maps show census tracts with minority and low-income populations above the Sound Transit district average.

Figure #1: Title VI population averages for Sound Transit Service Area

TITLE VI POPULATIONS	PERCENTAGE OF DISTRICT POPULATION
Minority	**40.4%**
Low Income	**15.3%**
Limited English Proficiency	**10.1%**

Figure #2: Title VI Minority Population for Sound Transit Service Area

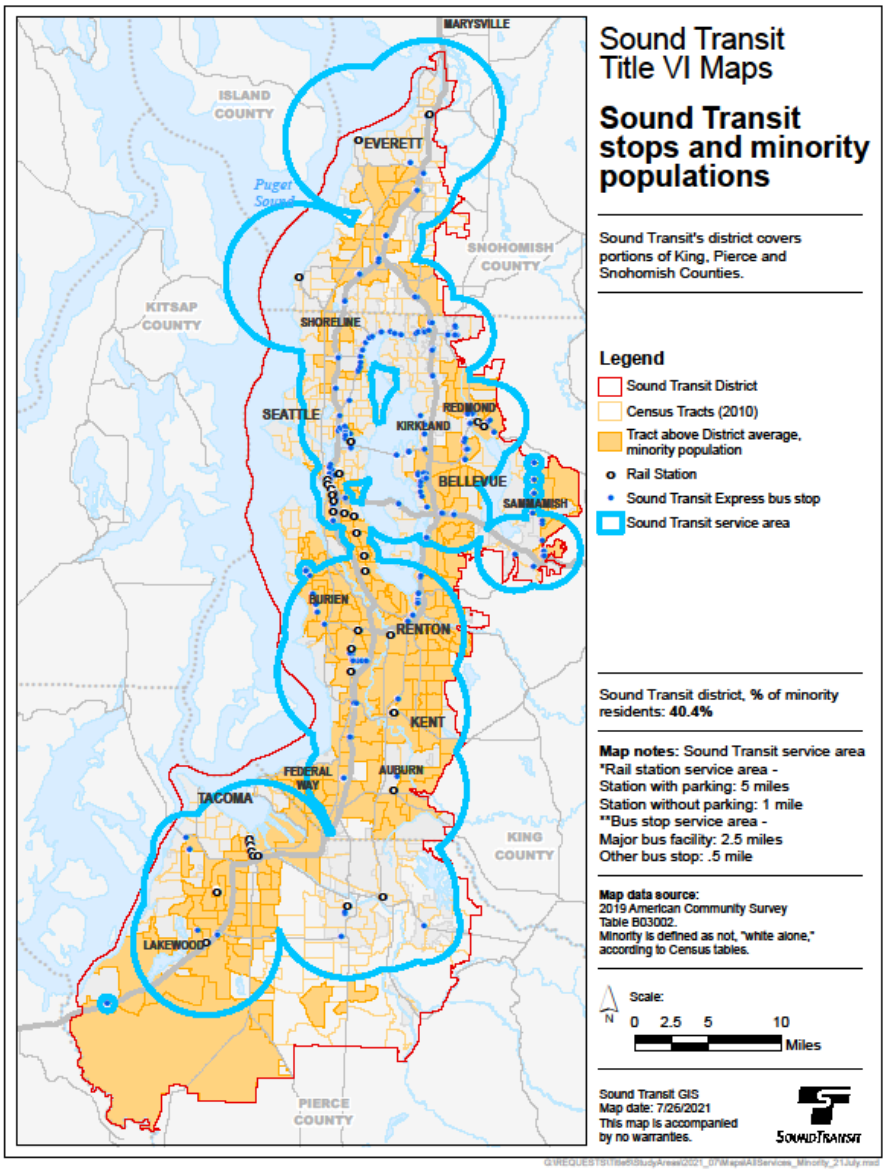


Figure #3: Title VI Low Income Population for Sound Transit Service Area

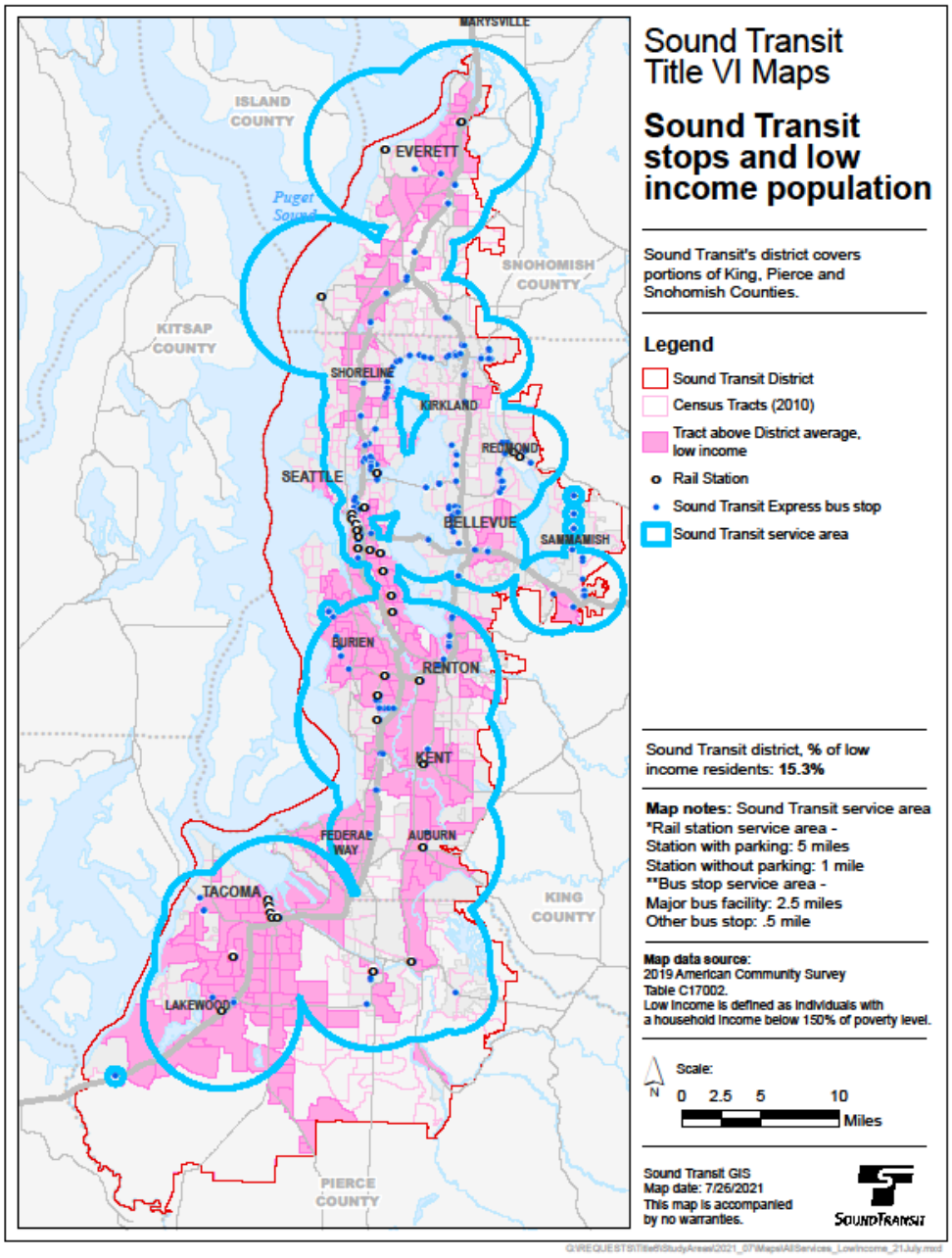
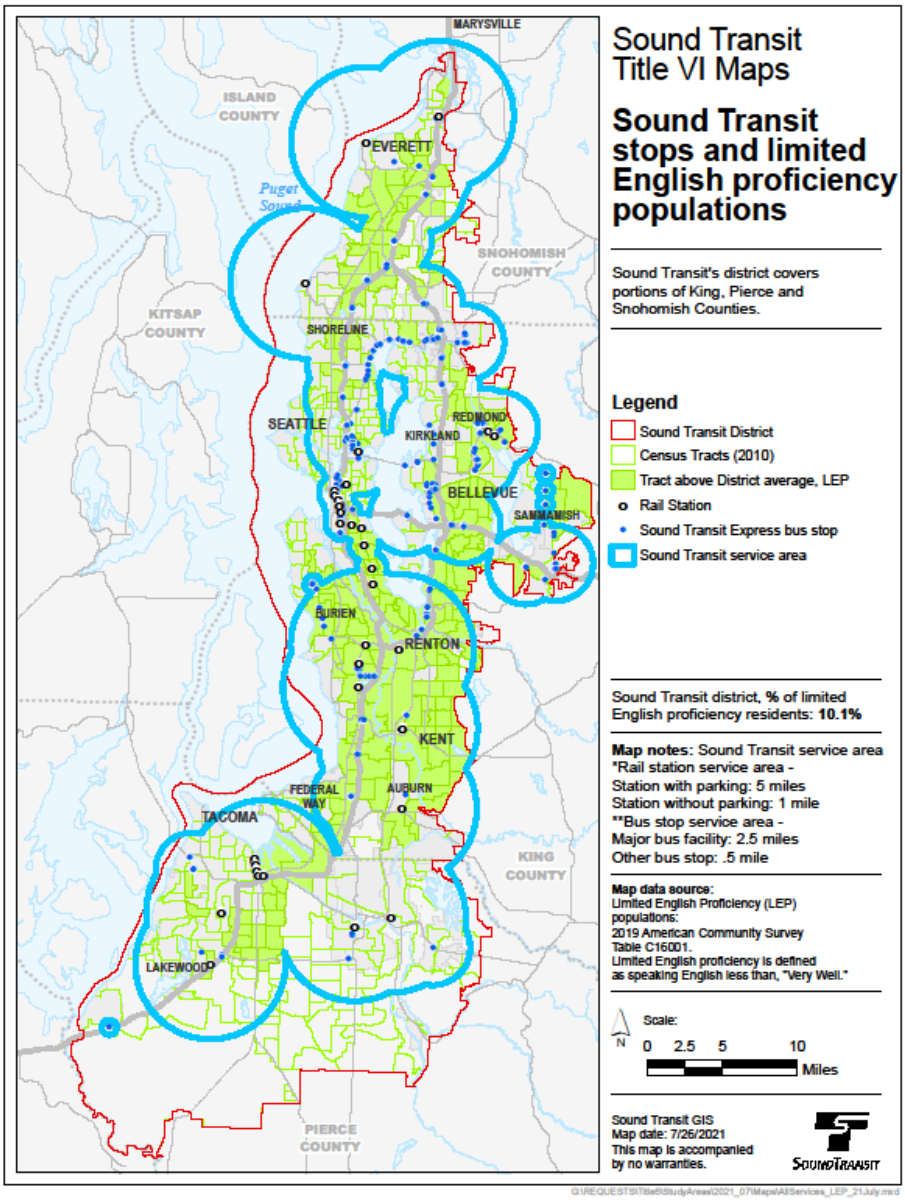


Figure #4: Title VI Limited English Proficiency Population for Sound Transit Service Area



Planning Process Overview:

Prioritize equity as we restore and add more service
Ridership patterns during the COVID-19 pandemic revealed a higher proportion of passengers still using the system residing in South King County and Pierce County. Both regions have a higher percentage of low-income and minority populations. Prior to the pandemic, Sound Transit's 2019 Title VI Service Monitoring Report found that low-income and minority routes, specifically, routes located in South King County and Pierce County experienced lower service investment and as a result had poor on-time performance and longer wait times than comparable routes elsewhere in the Sound Transit system.

In a presentation to the board on September 26, 2019, Sound Transit made a commitment to address the findings of the Title VI Service monitoring report in 2020. The March 2020 service change package issued on December 6, 2019, made schedule adjustments to improve on-time performance and ridership demand on routes 590-Tacoma-Seattle, 592-DuPont-Seattle, 594-Lakewood-Seattle and 595-Gig Harbor-Seattle. The COVID-19 pandemic limited any further adjustments to service. As such, the 2022 Service Plan is an opportunity to address the findings from the service evaluation, respond to larger demographic and economic trends that are driving population growth in the South Sound and improve service for areas that continued to show higher ridership use throughout the pandemic.

Rethink service to reflect new all-day travel patterns
Transforming the ST Express into an all-day and all-week network for improved passenger experience is another factor that informed the proposed 2022 service planning process. Last year Sound Transit reduced or suspended service during the commute hours while preserving all-day connections. Current trends indicate that a number of commuters plan to work in the office less than they did before or with a wider range of hours, so building back from COVID-19 gives us an opportunity to create a network focused on all-day service that works for a larger variety of trip purposes. The 2022 Service Plan proposes increasing service throughout the day, including middays, evenings, and on weekends, instead of restoring suspended peak-hour only services (5-9 a.m. and 3-7 p.m.). While peak hours would still have a higher frequency, additional midday, evening and weekend service would allow for wider flexibility of work hours and serve passengers travelling for other reasons.

Additionally, with each new future light rail extension opening, ST Express will need to evolve to compliment the new high-capacity transit system. Adding midday and weekend bus service to match Link helps create a more efficient regional transit network. By targeting routes in 2022 that could benefit from enhanced midday frequency and span of service, the Sound Transit network can function more like a community asset that our passengers rely on at any time of day and on any day.

Title VI Evaluation of Proposed 2022 Service

The chart below (Figure 5) provides a summary of proposed 2022 service changes, including information regarding minority, low-income and limited English proficiency (LEP) population(s) per respective route in comparison to the Sound Transit district averages. The chart also shows the changes in platform hours that would commemorate 2022 service changes.

Figure #5: Summary of Proposed 2022 Service

Route	Is population higher than the ST District Average (2019 Census)?			Type of proposed service change	Platform Hours Before Change	Platform Hours After Proposed Change	Change in weekly Platform hours	% change in platform hours
	Minority	Low-Income	Limited-English Proficiency					
Major Service Changes								
535	No	No	No	Service Increase	389	503	114	29.3%
T Link	Yes	Yes	No	Service Increase	198.4	501	302.6	152.5%
590	Yes	Yes	No	Service Increase	730	950	220	30.1%
592	Yes	Yes	No	Add new stops	345	355	10	2.9%
Sounder S	Yes	Yes	Yes	Service Increase	90	130	40	**44.4%***
Minor Service Changes								
550	Yes	No	Yes	Service Increase on Sundays with reallocation of mid-day service	1144	1144	0	0%
560	Yes	Yes	Yes	Service Increase	801	891	90	11.2%
574	Yes	Yes	Yes	Service Increase	949	964	15	1.6%
577	Yes	Yes	No	Service Increase	540	591	51	9.4%
578	Yes	Yes	No	Service Increase	821	888	67	8.2%
594	Yes	Yes	No	Service Increase Coordinated Schedule with Route 590	985	945	-40	-4.1%

Note: the proposed service changes listed above are subject to operational capacity at operating partner agencies. Due to recent staff shortages, the proposed service changes may be partially implemented in either March 2022 or September 2022 or deferred to another year.

Cumulative Platform Hours Added for Proposed 2022 Service Change

This figure summarizes the proposed change in platform hours by route group (minority, non-minority, low-income, non-low-income) and compares the share of each route group to the district population average in order to evaluate for potential adverse effects. Because the share of service hour increases accrue at a higher percentage from minority and low-income populations than the district average, no adverse effects were identified from the addition of service. All additions of service are funded with additional budget, not service reductions on other routes.

Route Group	Existing Platform Hours	Proposed 2022 Platform Hours	Change	Percentage Change in Platform Hours	Percentage Share of Change in Platform Hours	District Population Average
Major Service Changes						
Minority	1,363	1,936	573	42%	83%	40.4%
Low Income	1,363	1,936	573	42%	83%	15.3%
Non-Minority	389	503	114	29%	17%	
Non-Low Income	389	503	114	29%	17%	
Total	1,752	2,439	687	39%		
Minor Service Changes						
Minority	5,240	5,423	183	3%	100%	40.4%
Low Income	4,096	4,279	183	4%	100%	15.3%
Non-Minority	-	-	-	0%	0%	
Non-Low Income	1,144	1,144	-	0%	0%	
Total	5,240	5,423	183	3%		
All Service Changes						
Minority	6,603	7,359	756	11%	87%	40.4%
Low Income	5,459	6,215	756	14%	87%	15.3%
Non-Minority	389	503	114	0%	13%	
Non-Low Income	1,533	1,647	114	7%	13%	
System Total	6,992	7,862	870	12%		
System total only for routes with service changes, does not include platform hours for routes without service changes in 2022.						

MAJOR SERVICE CHANGE:

Major service changes, such as moving a stop more than half a mile, closing a stop without alternative service within half a mile, or changing a route's service hours by more than 25%, all require a Title VI Service Equity Analysis and Sound Transit Board approval.

By that definition, proposed changes **Route 535-Lynnwood-Bellevue, Route 590-Tacoma-Seattle, Route 592 Lakewood-Seattle,** as well as **T Link-Tacoma Dome-Hilltop Extension and Sounder South** are major service changes and require a Title VI equity analysis. The following section evaluates each route-level major service change for adverse effects, disparate impacts and disproportionate burdens.

Route 535-Lynnwood-Bellevue

Service Change Proposal

Increase midday and weekend service to every 30 minutes and introduce Sunday service.

535 Lynnwood – Bellevue		
	Current	**Proposed**
Weekdays		
Early morning (before 6 a.m.)	60 min.	60 min.
Morning commute (6-9 a.m.)	30 min.	30 min.
Midday (9 a.m.-3 p.m.)	60 min.	30 min.
Evening commute (3-6 p.m.)	30 min.	30 min.
Evening (6-10 p.m.)	60 min.	60 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
Saturday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
Sunday		
Day	No service	30 min.
Late Evening	No service	60 min.

*All times are approximate

Why Are We Proposing These Changes?

To create an all-day and all-week network for passenger convenience, Sound Transit focused on key regional routes, like Route 535-Lynnwood-Bellevue, and proposed an increase in midday and weekend service.

What Does This Mean For Passengers?

The proposed changes would improve the utility of the route by offering more frequent service. These changes will help prepare our passengers for Stride BRT by delivering some of the benefits, like improved frequency, offered by a high-capacity transit service.

Title VI Populations

- **Minority Population**: ST District average: 40.4% Route 535 service area: 37.4%
- **Low Income**: ST District average: 15.3% Route 535 service area: 10.8%
- **LEP**: ST District average: 10.1% Route 535 service area: 10%

Title VI Evaluation

Because this service change adds platform hours without taking away service from existing ST routes and improves both midday and weekend service, we have determined that there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

What Did We Hear From The Public?

Representative Comments:

"As long as the above proposed new Sunday service is put in, you'd be saviors."

"I'm excited Sunday service on the 535 may return"

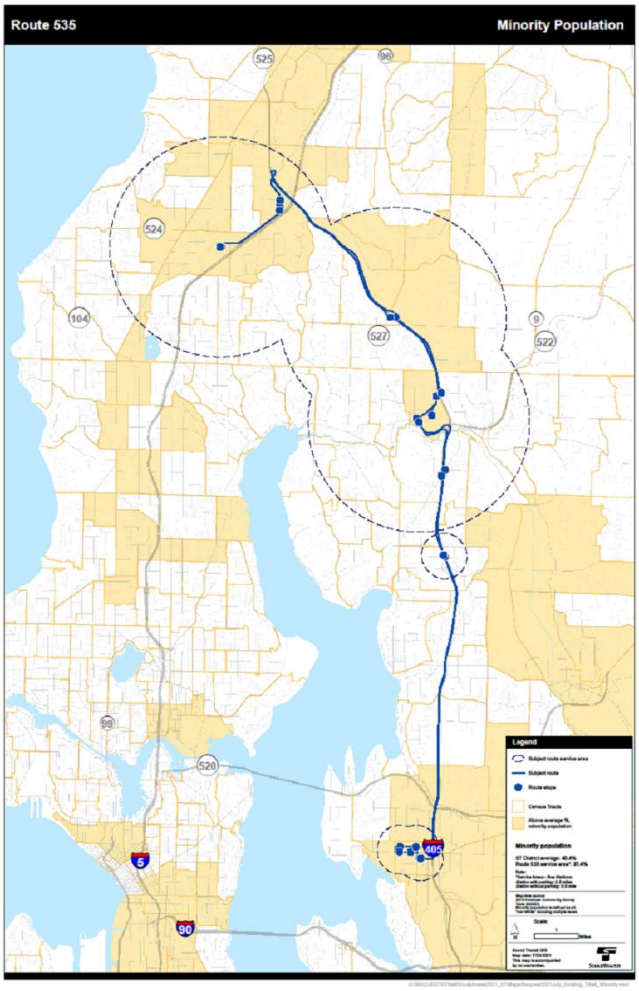
"With the pandemic, I have been at home much more often than normal, which is why I have not taken transit in the last three months. But before Covid, I took it every single day. I would love to see improved weekend service in the Eastside. Especially near Bothell almost everything except the swift is weekday commuter only. Having Sunday service on the 535 and more frequent service down the 405 corridor would make a huge difference."

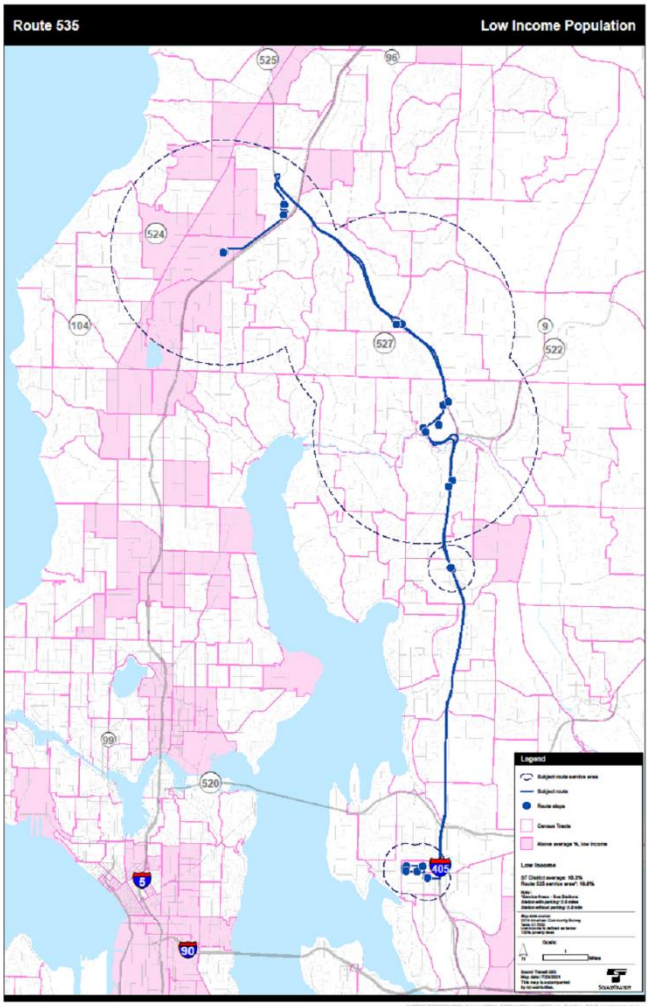
A summary of public outreach may be found in the appendix.

How has the plan changed since the initial proposal?

The plan has not changed.

Route 535 Population Maps





Route 590-Tacoma-Seattle

Service Change Proposal

Increase service to every 15 min or better all day every day with a combined frequency of the 594.

590/594 Tacoma – Seattle (combined frequency)		
	Current	**Proposed**
Weekdays		
Early morning (before 6 a.m.)	6-8 min.	6-8 min.
Morning commute (6-9 a.m.)	6-8 min.	6-8 min.
Midday (9 a.m.-3 p.m.)	30 min.	15 min.
Evening commute (3-6 p.m.)	6-8 min.	6-8 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	30 min.	30 min.
Saturday		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.
Sunday		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

*All times are approximate

Why Are We Proposing These Changes?

To improve service parity, we are investing in Route 590-Tacoma-Seattle/Route 594-Lakewood-Seattle by improving frequency to a combined minimum of every 15 minutes throughout the day. This level of service would match midday frequencies currently offered on other key corridors in the region including Route 550-Bellevue-Seattle, Route 512-Everett-Seattle and Route 545-Redmond-Seattle.

What Does This Mean For Passengers?

Passengers traveling between Seattle and Tacoma would have high frequency service throughout the day including midday and weekend service. Additionally, a more robust service will enhance regional connectivity via improved transfers at Tacoma Dome Station to Pierce Transit, and a connection to the new Tacoma Dome hilltop extension.

Title VI Populations

Minority Population: ST District average: 40.4% Route 590 service area: 43.2%
Low Income: ST District average: 15.3% Route 590 service area: 23.3%
LEP: ST District average: 10.1% Route 590 service area: 7.5%

Title VI Evaluation Findings

Because this service change adds platform hours without taking away service from existing ST routes and improves service frequency for passengers, we have determined there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

What Did We Hear From The Public?

Representative Comments:

"I used to live in Tacoma and the proposed service changes to the 590/594 are LONG OVERDUE. Prior to the pandemic, we couldn't believe Sound Transit wouldn't add buses on Saturdays when the aisle would routinely be full of standees."

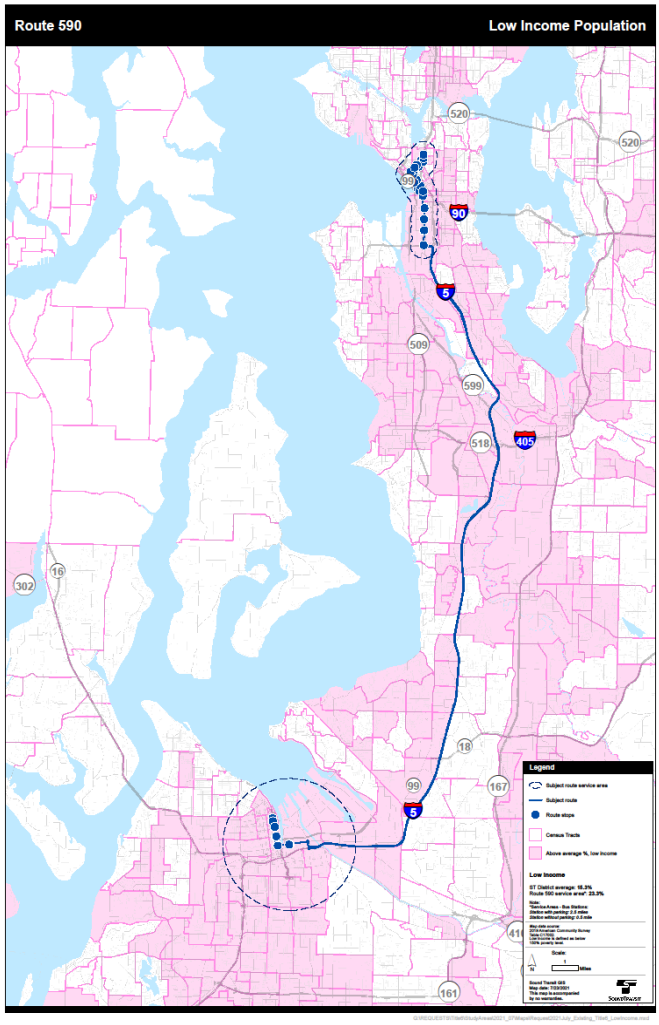
In my experience, improving the 574 service is the top priority, improving 590/594 service a close second-frequency especially during peak times (which may differ for 574 based on airport employee shifts) but also during early mornings, evenings, weekends.

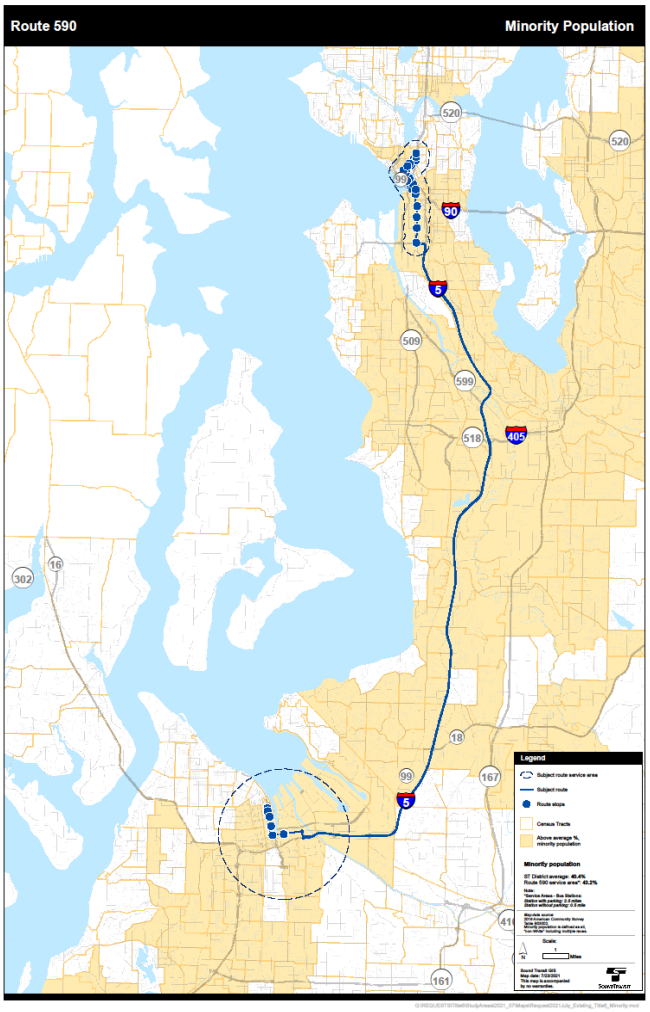
"It would be nice if the bus came every 15 minutes. It would make getting home faster. Especially on weekends"

A summary of public outreach may be found in the appendix.

How has the plan changed since the initial proposal? The plan has not changed.

Route 590 Population Maps





Tacoma Link- Tacoma Dome-Hilltop

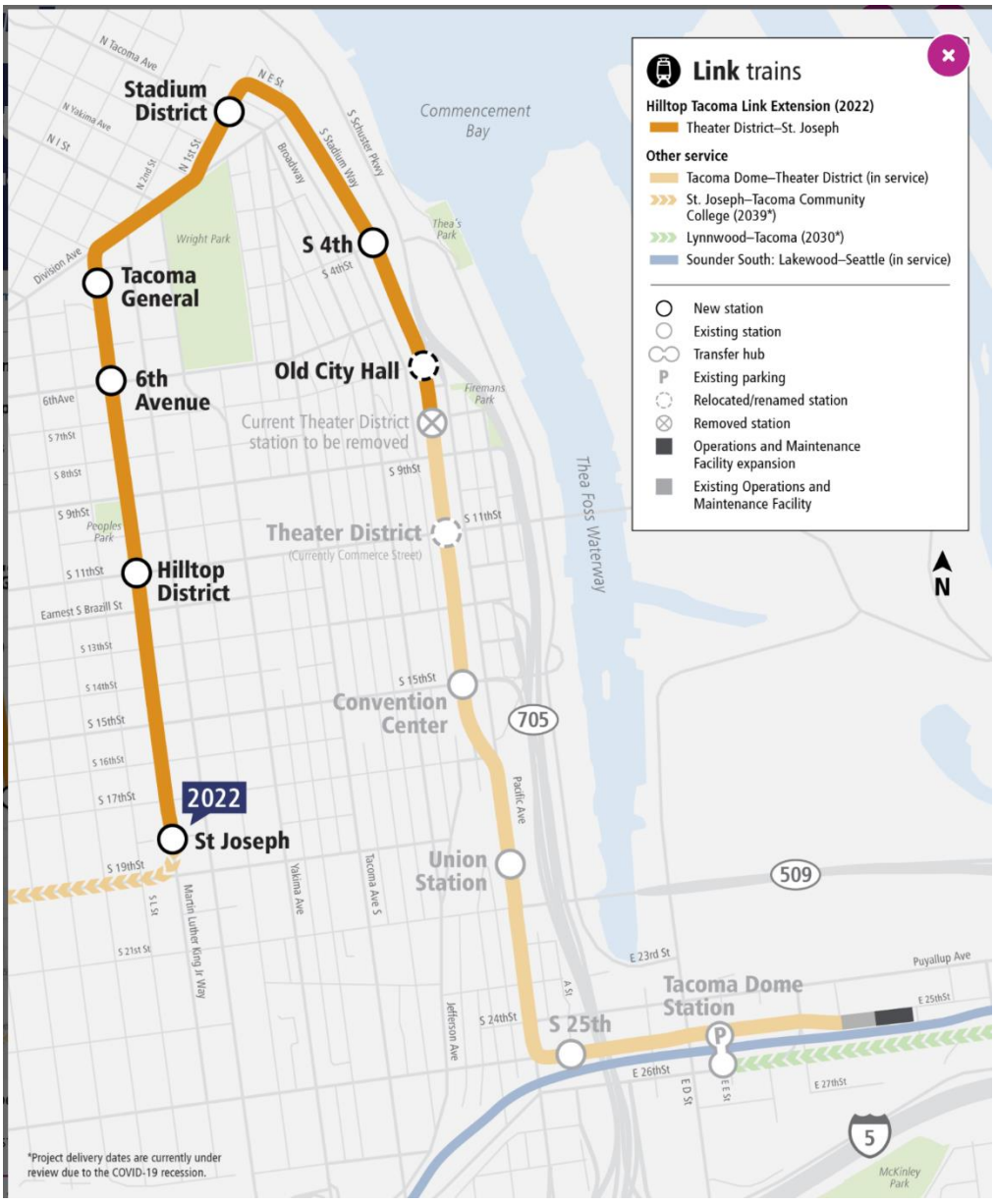
Service Change Proposal

Improve frequency from every 12 minutes to trains arriving every 10 minutes, expand service with 2.4 miles of new track serving six new stations connecting Tacoma Dome to Hilltop.

Why Are We Proposing These Changes?

We are adding service to improve Tacoma Link connectivity. This project more than doubles the length of Tacoma Link, starting with a relocated Theater District station, and adding six new stations. These connect to

T Line **Tacoma Dome – Theater District – Hilltop**	
Current	Proposed
Weekdays	
24 min.	20 min.
12 min.	10 min.
12 min.	10 min.
12 min.	10 min.
12-24 min.	10-20 min.
Saturday	
12 min.	10 min.
Sunday	
24 min.	20 min.



popular destinations such as the Stadium District, Wright Park and major medical facilities before reaching the new Hilltop neighborhood terminus.

What Does This Mean For Passengers?

More access to regional destinations and improved frequency of service. The project will also improve transit travel times by reducing wait times and the need to transfer to local buses to reach destinations served by the new stations. The project will provide improved access to key activity centers, employment, housing, and community assets as shown in the map above.

Benefits to Existing and New Riders

Improved Frequency
The project will expand access to frequent transit service in the Hilltop area an improvement over existing bus service with fewer trips each hour.

Travel Time
The project will improve transit travel times by reducing wait times and the need to transfer to local buses to reach destinations served by the new stations.

Access to New Destinations
The project will provide improved access to key activity centers, employment, housing, and community assets as shown in the map below. The project corridor features a diversity of land uses, including mixed retail/commercial space, schools, medical centers, parks, and single-and multifamily residential developments. The project corridor passes through three distinct areas in Tacoma: Theater District/North Downtown, Stadium District, and the Martin Luther King, Jr. Way Corridor.

Title VI Evaluation Findings

In order to show the full change related to the extension, the Tacoma Link service area before and after the extension was analyzed. The table below shows a comparison between service area and Title VI population access for the entire Tacoma Link alignment before and after the extension. The table also shows the Title VI population percentages for only the extension.
With the extension, new stations will expand the total population served by an estimated 32,860 additional residents, an increase of 13 percent.

The table below outlines the Title VI proportion of the overall population gaining access. The results of the analysis show that the increased access provided by the two new stations slightly lowers the percentages and proportion of each individual Title VI category served by T Link. However, the overall T Link light rail line will still remain above the Sound Transit District average in terms of the proportion of Title VI populations served.

The populations in the service area benefiting from the improved service are highlighted in the table below. The minority population within the project area is above the system average and the low-income population is also above the system average. Because the benefits of improved access and better service levels accrue to the population of entire T Link

alignment, new and existing stations the service change does not result in any adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

	Tacoma Link Service Area **Before** Project	Tacoma Link Service Area **After** Project	Project Service Area	Sound Transit District
Estimated Population	254,400	254,400	32,860	3,205,700
Estimated Households	106,100	106,100	16,554	1,353,600
Minority %	**42.6%**	**42.6%**	29.7%	40.4%
Low Income %	**21.2%**	**21.2%**	**26.3%**	15.3%
Population numbers shown in table use service area methodology of 1 mile for rail stations without parking and 5 miles for rail stations with parking. All new stations in the project area us a 1-mile service area radius. Service areas for existing stations are all 1 mile with the exception of Tacoma Dome Station with a 5-mile radius.				

Conclusion

Sound Transit did not identify any adverse effects, disparate impacts or disproportionate burdens to existing or new riders as a result of the T Link extension opening. New stations will provide increased access to important community assets. Trains will arrive more often, every 10 minutes, at both new and existing stations.

What Did We Hear From The Public?

Representative Comments:

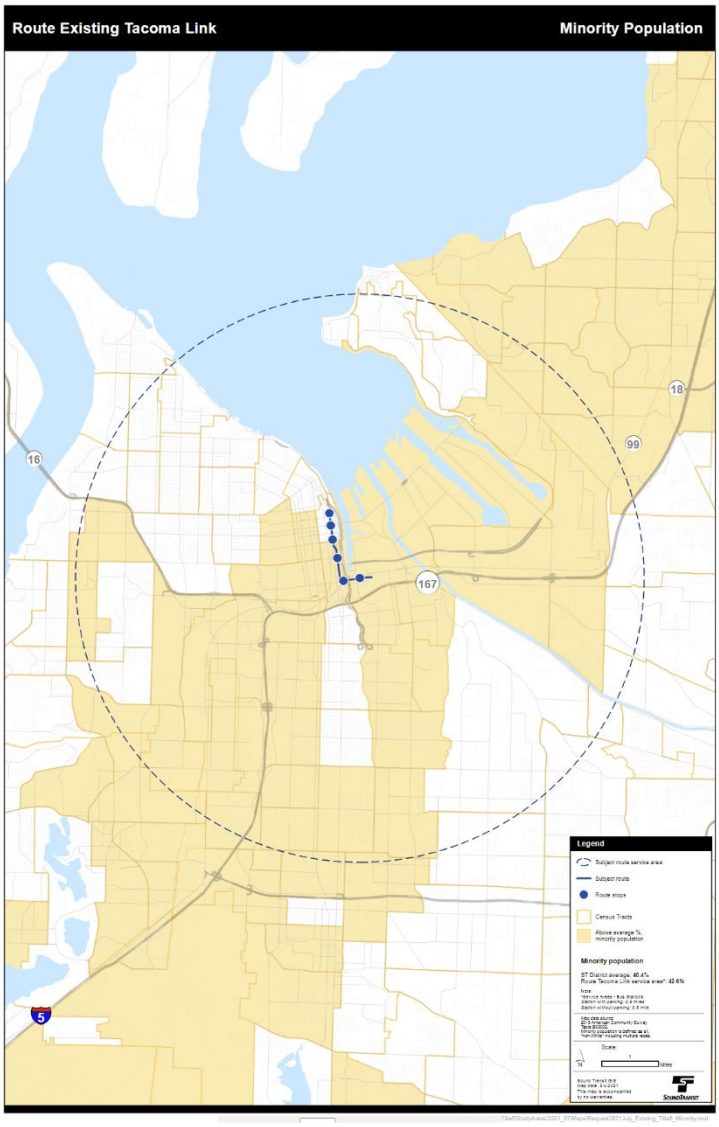
"…The T Line expansion will keep me from driving to the Tacoma Dome station. I wish there was a direct line between Tacoma Dome and Kent Station that ran all day."

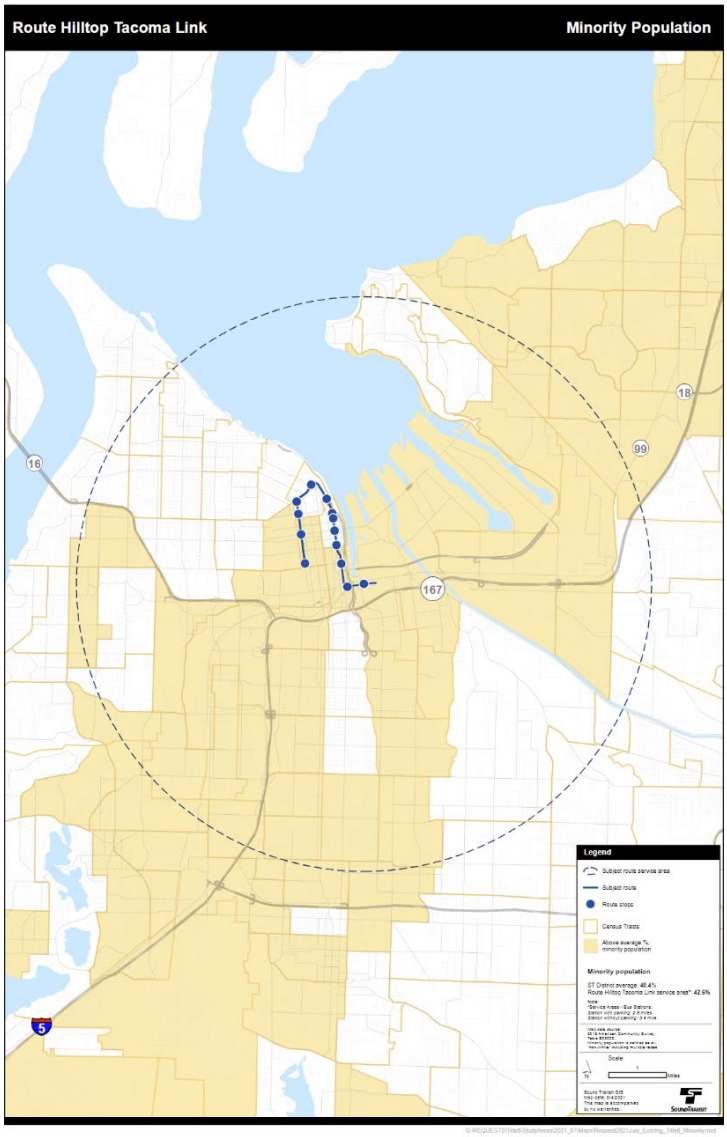
"It would be nice if Tacoma Link ran a little more frequent in the early morning…"

How has the plan changed since the initial proposal?

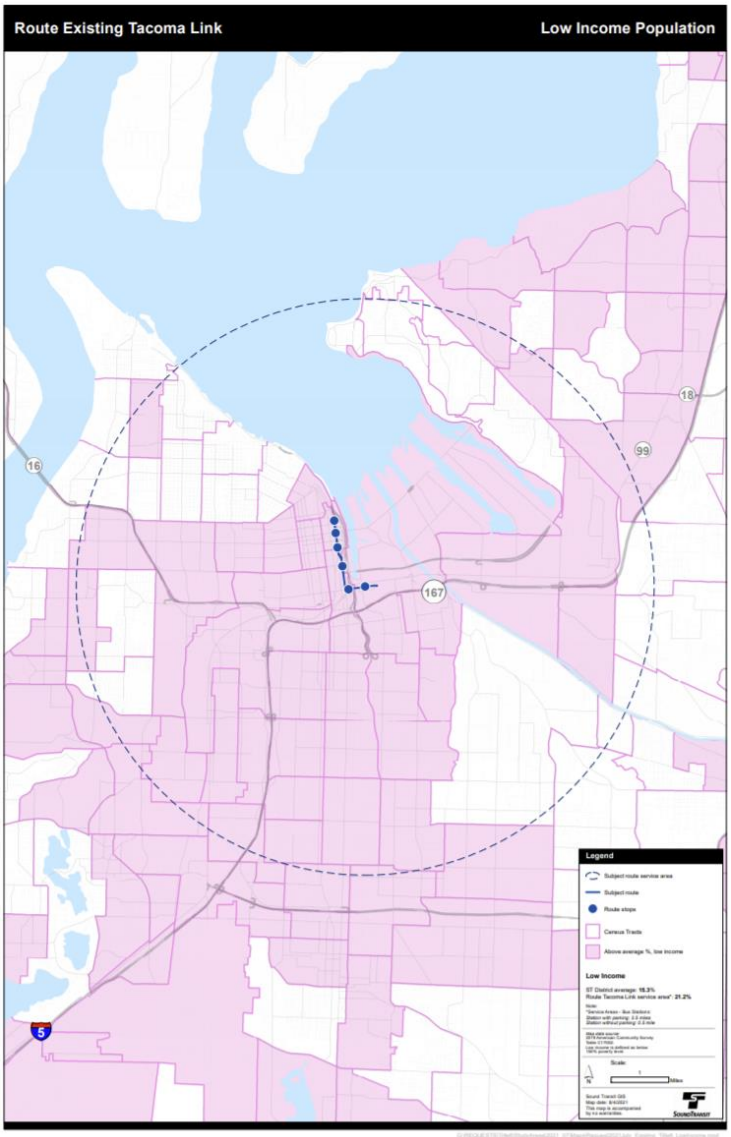
The plan has not changed.

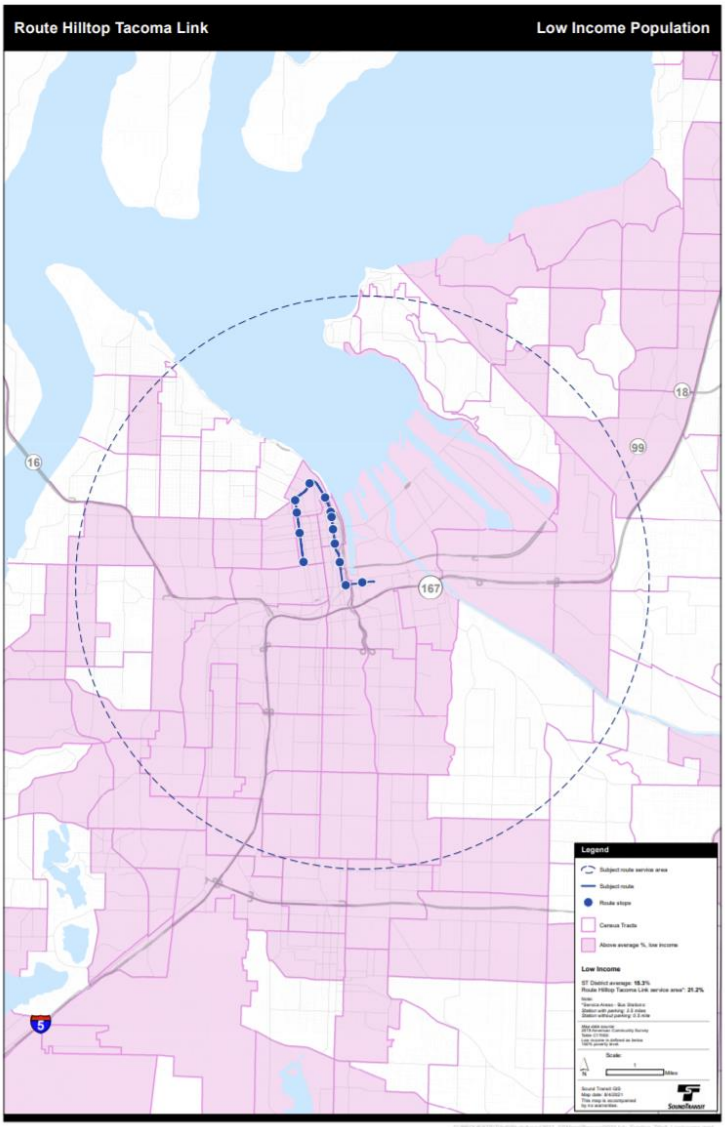
Tacoma Link Population Maps





Tacoma Link Population Maps

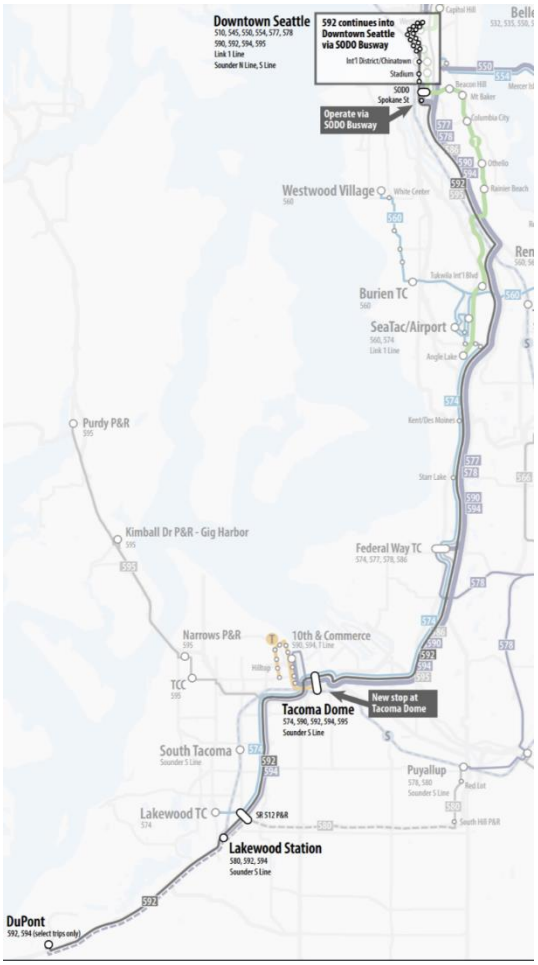




Route 592- DuPont-Seattle

Service Change Proposal:

Add stop at the Tacoma Dome to better connect with the Hilltop Tacoma Link Extension and other Pierce Transit routes and improve local connections within Pierce County.



Why Are We Proposing These Changes?

This would add a direct connection between DuPont and Tacoma, which public transit doesn't currently offer. In addition, service would operate in Seattle via the SODO Busway with new stops at the SODO, Stadium and International District-Chinatown light rail stations (while continuing to serve existing stops on 4th Avenue).

What Does This Mean For Passengers?

Overall, passengers stand to benefit from improved connections to regional destinations via a new connection to Tacoma Dome station. Passengers also stand to benefit from improved service reliability through the utilization of the SODO busway.

Tradeoffs

Existing passengers will benefit from new connections like Tacoma Dome but will likely have a slower end-to-end trip with added stops. Additionally, while the SODO busway increases reliability, it will also likely increase run-time by an estimated 5-6 minutes.

Title VI Populations

- **Minority Population**: ST District average: 40.4% Route 592 service area: 47.9%
- **Low Income**: ST District average: 15.3% Route 550 service area: 24.7%
- **LEP**: ST District average: 10.1% Route 550 service area: 9.3%

Title VI Evaluation Findings

While this service change adds platform hours without taking away service from existing routes and stands to improve regional connectivity, there is an adverse effect due to an increase in overall run-time. As such, because the minority population exceeds ST District average (40.4% Route 592 service area: 47.9%) and because the low-income population exceeds district average (15.3% Route 592 service area: 24.7%) there is a determination of disparate impact and a disproportionate burden.

What Did We Hear From The Public?

592 DuPont – Tacoma – Seattle (combined frequency)		
	Current	**Proposed**
Weekdays		
Early morning (before 6 a.m.)	20-30 min.	20-30 min.
Morning commute (6-9 a.m.)	20-30 min.	20-30 min.
Evening commute (3-6 p.m.)	20-30 min.	20-30 min.

*All times are approximate

Representative Comments:
"Adding the extra stop on the 592 at the Tacoma Dome and Busway in Seattle will add time to an already excruciating commute and turns this into the 594. The 592 acts as an express service to Seattle and Busway for those that want that. Please do not add the additional stops to the 592. Adding routes during the Morning and Evening commutes would be welcome."

"Adding the Tacoma Dome stop to the Lakewood bus route will make it a MUCH worse service. It is currently a fast and efficient way to get to Seattle for the commute. The goal of better connection to the Tacoma Dome is a good one but should be done in a different way (and indeed can be done already during the train). PLEASE don't do this change.

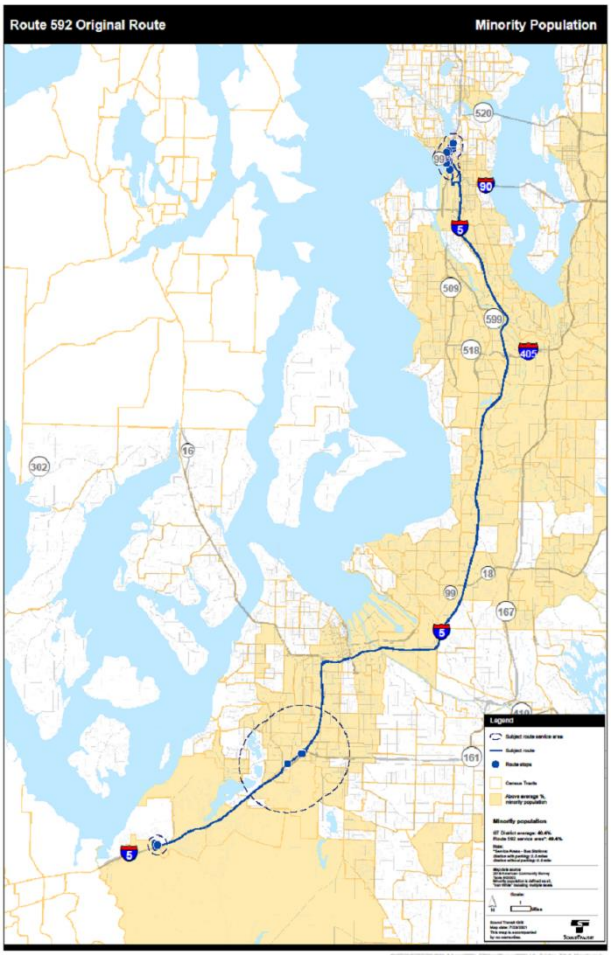
I love that you're planning service between DuPont to Tacoma Dome then taking the same route and stops as the 590 in 2022. I recently moved from Tacoma to Lacey so my commute to Seattle has definitely increased."

A summary of public outreach may be found in the appendix.

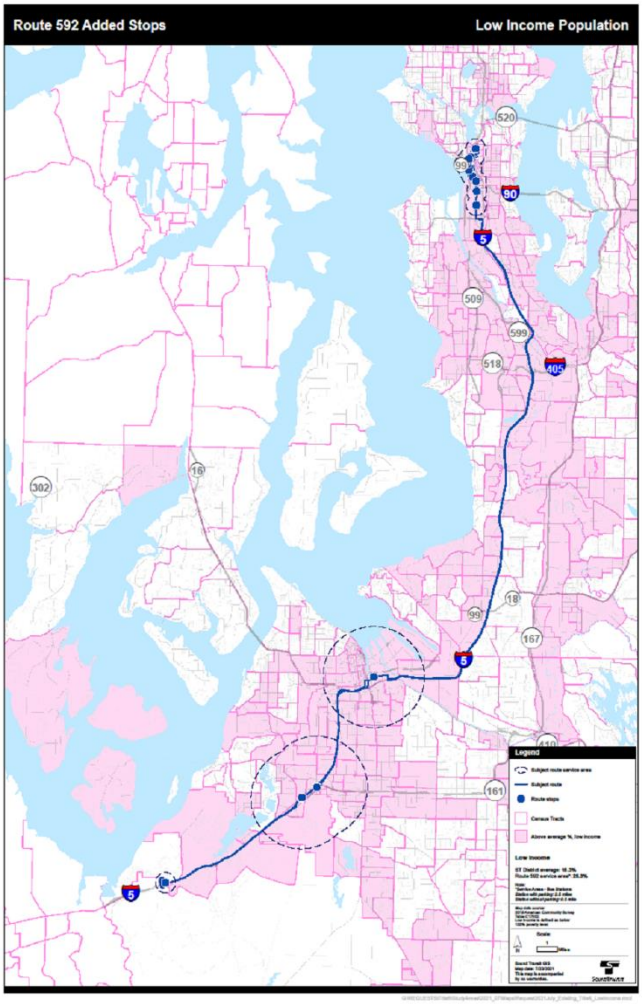
How has the plan changed since the initial proposal?

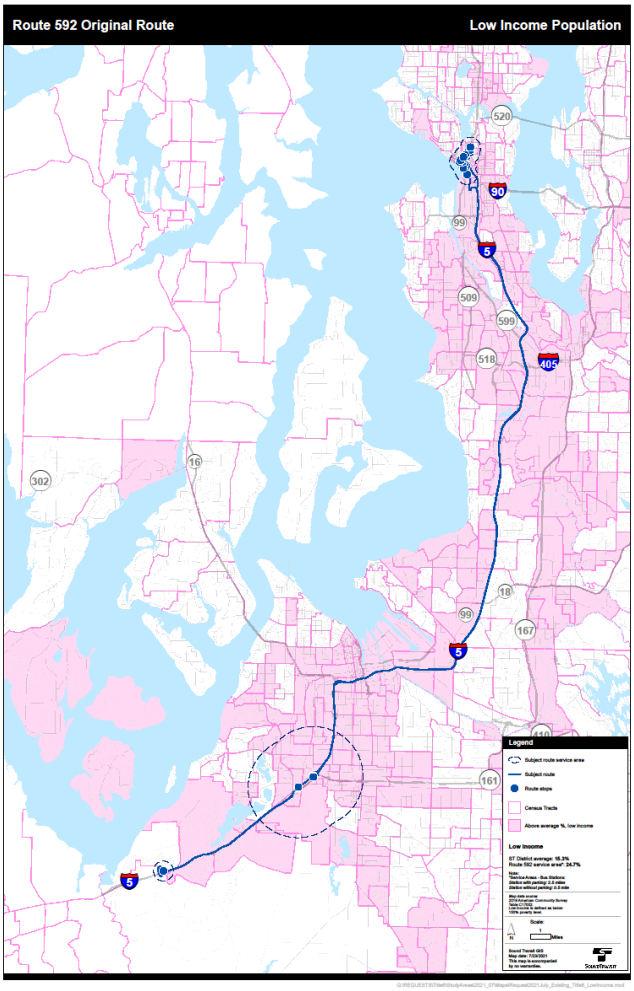
Our community outreach demonstrated that a large number of people expressed concerns related to the implementation of this proposal. As a result, we will no longer pursue changes to Route 592-DuPont-Seattle at this time.

Route 592 Population Maps



Route 592 Population Maps





Sounder S-Seattle-Lakewood/Tacoma:

Service Change Proposal

Sound Transit will restore service to operate up to 13 round trips by September 2022. With the September 2021 service change, Sound Transit will restore Train 1507 (2:35 p.m. from Seattle to Tacoma) and its corresponding reverse train (1520, 4:06 p.m. from Tacoma to Seattle). The proposed 2022 Service Plan would build on that and bring Sounder South service back to pre-pandemic levels.

Why Are We Proposing These Changes?

By increasing the number of trains we run we would improve the utility of Sounder South.

What Does This Mean For Passengers?

Restoring service on Sounder to 13 round trips will improve regional access for passengers and bring back level of service to pre-COVID-19 levels.

Title VI Populations

- **Minority Population**: ST District average: 40.4% Route Sounder South service area: 46.6%
- **Low Income**: ST District average: 15.3% Route Sounder South service area: 19.4%
- **LEP**: ST District average: 10.1% Route Sounder South service area: 12.2%

Title VI Evaluation

Because this service change adds platform hours, improves regional access, and restores Sounder S service to pre-pandemic levels without taking away service from existing ST routes, there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

What Did We Hear From The Public?

Representative Comments:

"Would be great to have more South Sounder train service from SEA to Tacoma"

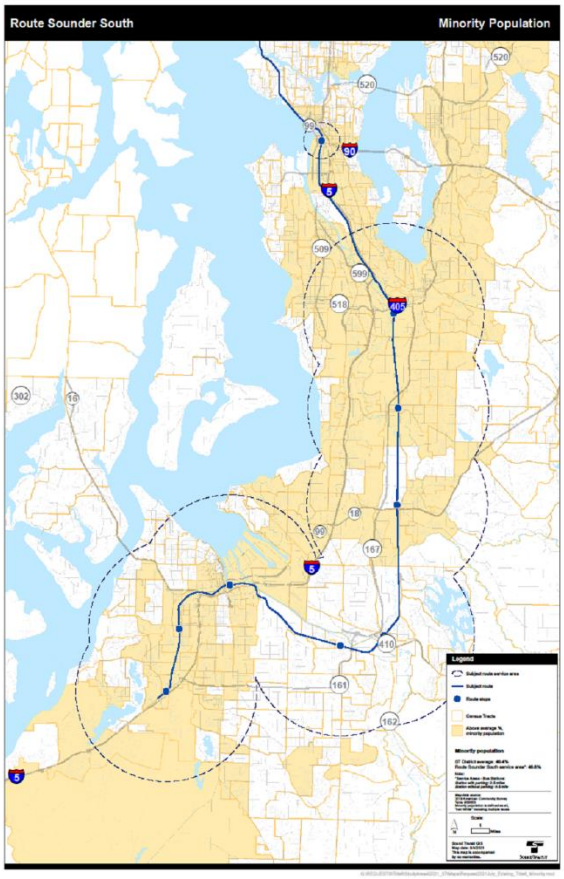
"I recently moved to Tacoma from Seattle. I'm currently fully remote but expect to be back in the office later this year. My work has somewhat flexible hours…very few arrive in the office by 9am...Please increase the schedule to serve later morning times northbound."

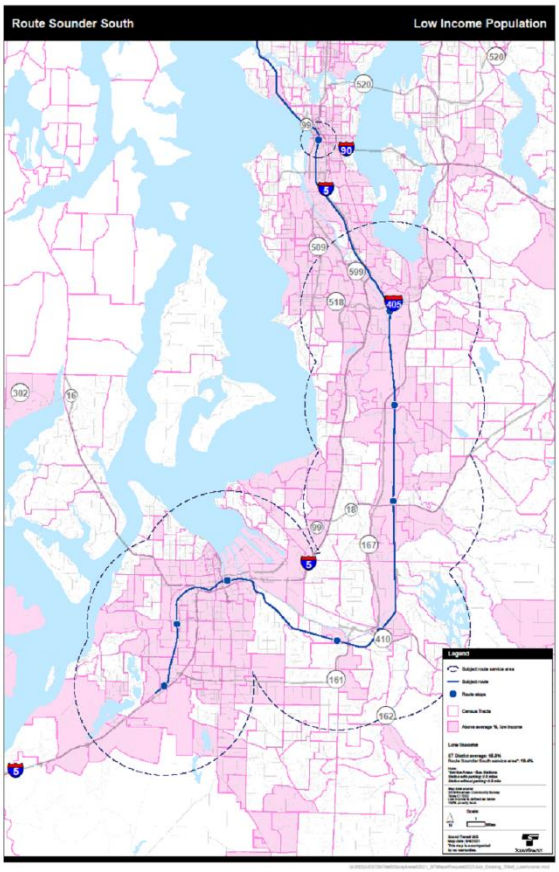
A summary of public outreach may be found in the appendix.

How has the plan changed since the initial proposal?

The plan has not changed.

Sounder S Population Maps





OTHER SERVICE CHANGES:

Sound Transit is committed to integrating equity and inclusion into all of its policies, structures and policies. We consider equity implications in our system expansion in the planning process and use of capital funds.

Below is a brief description of the remaining service change proposals for 2022 and their impact on passengers. While the remaining proposed service changes are not considered major service changes **and do not require a Title VI equity analysis**, this section is meant to be a companion to the Title VI analysis above to support an equity focus in planning decisions. This section is written in the spirit of maintaining full transparency with our passengers and fostering a more equitable transit agency.

Route 550-Bellevue-Seattle

Service Change Proposal

Increase Sunday service to every 15 min during the day by reallocating some weekday trips. Weekday service would operate every 8-10 minutes during peak and every 15 minutes midday and evenings.

550 Bellevue – Seattle		
	Current	**Proposed**
Weekdays		
Early morning (before 6 a.m.)	30 min.	30 min.
Morning commute (6-9 a.m.)	8-10 min.	9-10 min.
Midday (9 a.m.-3 p.m.)	15 min.	15 min.
Evening commute (3-6 p.m.)	8-10 min.	8-10 min.
Evening (6-10 p.m.)	15 min.	15 min.
Late Evening (after 10 p.m.)	30 min.	30 min.
Saturday		
Day	15 min.	15 min.
Late Evening	30 min.	30 min.
Sunday		
Day	30 min.	15 min.
Late Evening	30 min.	30 min.

Why Are We Proposing These Changes?

Increasing service to every 15 minutes on Sundays would allow people to travel between two regional centers and improve regional connectivity. This proposal would be cost neutral by re-allocating some under-utilized weekday trips and minimal impacts to wait times.

What Does This Mean For Passengers?

More frequent service on Sundays will reduce wait time for riders by half. For the 550-Bellevue-Seattle passengers we are increasing Sunday service by reallocating weekday trips. Passengers traveling during commute times on weekdays have slightly lower frequency and a wait time of 1-2 additional minutes.

Tradeoffs

Certain passengers on the 550 will experience 1-2 additional minutes between buses during weekday commute times but gain trips on Sundays.

Title VI Populations

- **Minority Population**: ST District average: 40.4% Route 550 service area: 44.2%
- **Low Income**: ST District average: 15.3% Route 550 service area: 12.9%
- **LEP**: ST District average: 10.1% Route 550 service area: 10.7%

What Did We Hear From The Public?

Representative Comments:

"Even though I don't take the 550 much on Sundays, I support increased frequency to make the bus a good option between Seattle and Bellevue…"

"More rides on weekends, especially between 6-9am and 3-5pm

A summary of public outreach may be found in the appendix.

How has the plan changed since the initial proposal?

The plan has not changed.

Route 560- Bellevue-West Seattle

Service Change Proposal

Increase weekend service to every 30 min.

Why Are We Proposing These Changes?

Increasing weekend service would improve the utility of the route and create better connections to several transportation hubs including SeaTac Airport, as well as provide better options between West Seattle, South King County, and the East Side without having to go through Downtown Seattle.

What Does This Mean For Passengers?

More service on weekends.

560 West Seattle – SeaTac – Bellevue		
	Current	**Proposed**
Weekdays		
Early morning (before 6 a.m.)	30 min.	30 min.
Morning commute (6-9 a.m.)	30 min.	30 min.
Midday (9 a.m.-3 p.m.)	30 min.	30 min.
Evening commute (3-6 p.m.)	30 min.	30 min.
Evening (6-10 p.m.)	60 min.	60 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
Saturday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
Sunday		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.

*All times are approximate

Title VI Populations

- **Minority Population**: ST District average: 40.4% Route 560 service area: 54.4
- **Low Income**: ST District average: 15.3% Route 560 service area: 16.6%
- **LEP**: ST District average: 10.1% Route 560 service area: 17.5%

What Did We Hear From The Public?

Representative Comments:

"The 560 is critical as I must return to in person work at UW. This bus takes me from my park and ride to Bellevue TC which allows me to connect to my next bus to UW. And this bus takes myself and my mother from Newport Hills Park and Ride to West Seattle and back…Accessibility must be more often than once an hour. Thank you kindly!"

A summary of public outreach may be found in the appendix.

How has the plan changed since the initial proposal?

The plan has not changed.

Route 574-Lakewood-SeaTac Airport:

Service Change Proposal

Expand hours of service by beginning earlier and ending later to better serve SeaTac.

574 Lakewood – SeaTac		
	Current	**Proposed**
Weekdays		
Early morning (before 6 a.m.)	20-30 min.	20-30 min.
Morning commute (6-9 a.m.)	30 min.	30 min.
Midday (9 a.m.-3 p.m.)	30 min.	30 min.
Evening commute (3-6 p.m.)	30 min.	30 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
Saturday		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.
Sunday		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.

Why Are We Proposing These Changes?

The route retained a high percentage of ridership throughout the pandemic. Due to social distancing capacity limits, early morning trips routinely exceeded capacity guidelines.

What Does This Mean For Passengers?

Passengers stand to benefit from an expanded schedule and access to SeaTac.

Title VI Populations

- **Minority Population**: ST District average: 40.4% Route 574 service area: 52.7%
- **Low Income**: ST District average: 15.3% Route 574 service area: 23.5%
- **LEP**: ST District average: 10.1% Route 574 service area: 13.5%

What Did We Hear From The Public?

Representative Comments:

"I have a friend who most of the time works late at the airport. He lives close to downtown Tacoma. In the past year I have probably heard from him 50 times where he had to walk 2 miles from TD Station to his apt in Stadium District. Running a later and more frequent 574 would help him and others who work late evenings at SeaTac."

How has the plan changed since the initial proposal?

The plan has not changed.

Route 577-Federal Way-Seattle:

Service Change Proposal

Increase service to every 15 min or better, all day every day with a combined frequency of the 578.

Why Are We Proposing These Changes?

Increasing service to every 15 minutes on weekdays and weekends would achieve service parity on a key corridor route to/from South King County, matching service levels offered on routes serving the East Side and Snohomish County.

What Does This Mean For Passengers?

More midday trips for Route 577-Federal Way-Seattle passengers.

Title VI Populations

- **Minority Population**: ST District average: 40.4% Route 577 service area*: 48.9%

- **Low Income**: ST District average: ST District average: 15.3% Route 577 service area: 19.3%
- **LEP**: ST District average: 10.1% Route 577 service area: 11.7%

A summary of public outreach may be found in the appendix.

What Did We Hear From The Public?

Representative Comments:

"Having more frequent 577 busses in the morning will make my commute less stressful and allow me to stay on schedule."

"More frequent late evening service would be helpful so that I could take the bus to federal way from events in downtown Seattle (e.g. sporting events and concerts.)

A summary of public outreach may be found in the appendix.

577/578
Federal Way – Seattle (combined frequency)
Fall 2021

	Current	Proposed
Weekdays		
Early morning (before 6 a.m.)	15 min.	15 min.
Morning commute (6-9 a.m.)	8-10 min.	8-10 min.
Midday (9 a.m.-3 p.m.)	30 min.	15 min.
Evening commute (3-6 p.m.)	10 min.	10 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
Saturday		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.
Sunday		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

*All times are approximate

How has the plan changed since the initial proposal?

The plan has not changed.

Route 578-Puyallup-Seattle:

Service Change Proposal

Increase weekend service to every 30 minutes.

Why Are We Proposing These Changes?

The route had a higher ridership during the pandemic.
Increasing weekend service to every 30 minutes would increase the routes' productivity and give better options to our passengers, especially during times when Sounder South is not operating.

What Does This Mean For Passenger?

Passengers stand to benefit from a higher level of service, including more trips, on weekends.

Title VI Populations

Minority Population: ST District average: 40.4% Route 578 service area: 41.9
Low Income: ST District average: 15.3% Route 578 service area: 17.9%
LEP: ST District average: 10.1% Route 578 service area: 9.9%

What Did We Hear From The Public?

Representative Comments:
"I like the idea of more 577/578 busses during the work day. Once mask and social distancing requirements are gone, crowded buses will resume. More buses equals less crowding."

"Very excited at the increase in service for the 577/578"
A summary of public outreach may be found in the appendix.

How has the plan changed since the initial proposal?
The plan has not changed.

594-Lakewood-Seattle:

Service Change Proposal
Increase service to every 15 min or better all day every day with a combined frequency of the 590.

590/594 Tacoma – Seattle (combined frequency)		
	Current	**Proposed**
Weekdays		
Early morning (before 6 a.m.)	6-8 min.	6-8 min.
Morning commute (6-9 a.m.)	6-8 min.	6-8 min.
Midday (9 a.m.-3 p.m.)	30 min.	15 min.
Evening commute (3-6 p.m.)	6-8 min.	6-8 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	30 min.	30 min.
Saturday		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.
Sunday		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

*All times are approximate

Why Are We Proposing These Changes?
To improve service parity, we are investing in Route 590-Tacoma-Seattle/Route 594 Lakewood-Seattle to increase frequency to a minimum of every 15 minutes throughout the day. This level of service would match midday frequencies currently offered on other key corridors in the region including Route 550-Bellevue-Seattle, Route 512-Everett-Seattle and Route 545-Redmond-Seattle.

What Does This Mean For Passengers?
While we are adding service, there is an overall reduction in platform hours. For the 594-Lakewood-Seattle passengers we are combining service frequency with the 590, where we are adding platform hours. Passengers benefit from an increase of frequency of service combined with the 590.

Title VI Populations
Minority Population: ST District average: 40.4% Route 594 service area: 47.9%
Low Income: ST District average: 15.3% Route 594 service area: 25.3%
LEP: ST District average: 10.1% Route 594 service area: 9%

What Did We Hear From The Public?
Representative Comments:
"I really like the 590/594 once I'm on the bus, but I have to do a significant amount of walking on either end to get to the bus…overall I love Sound Transit…I am really excited for all the planned and underway improvements.

A summary of public outreach may be found in the appendix.

How has the plan changed since the initial proposal?
The plan has not changed.

Conclusion:

Overall, the changes proposed for 2022 increase service for Sound Transit passengers with a majority of additional service benefiting routes that service minority and low-income population above the district average. Most changes increase overall platform hours, improve regional connectivity, bolster service frequency, and overall service reliability.

Appendix

Proposed Major Changes Summary

ROUTES	SERVICE CHANGE PROPOSAL	Adverse Effect
535- Lynnwood-Bellevue	Increase midday and weekend service to every 30 minutes and introduce Sunday service.	No
590-Tacoma-Seattle/594-Lakewood-Seattle	Increase service to every 15 min or better all day every day with a combined route service frequency	No
S Line (Sounder South)-Seattle-Lakewood/Tacoma	Restore service to operate up to 13 round trips by September 2022.	No
Tacoma Link- Hilltop-Tacoma Dome	Increase frequency to 10 min, expand service with 2.4 miles of new track serving six new stations connecting Tacoma Dome to Hilltop, and introduce fares.	No

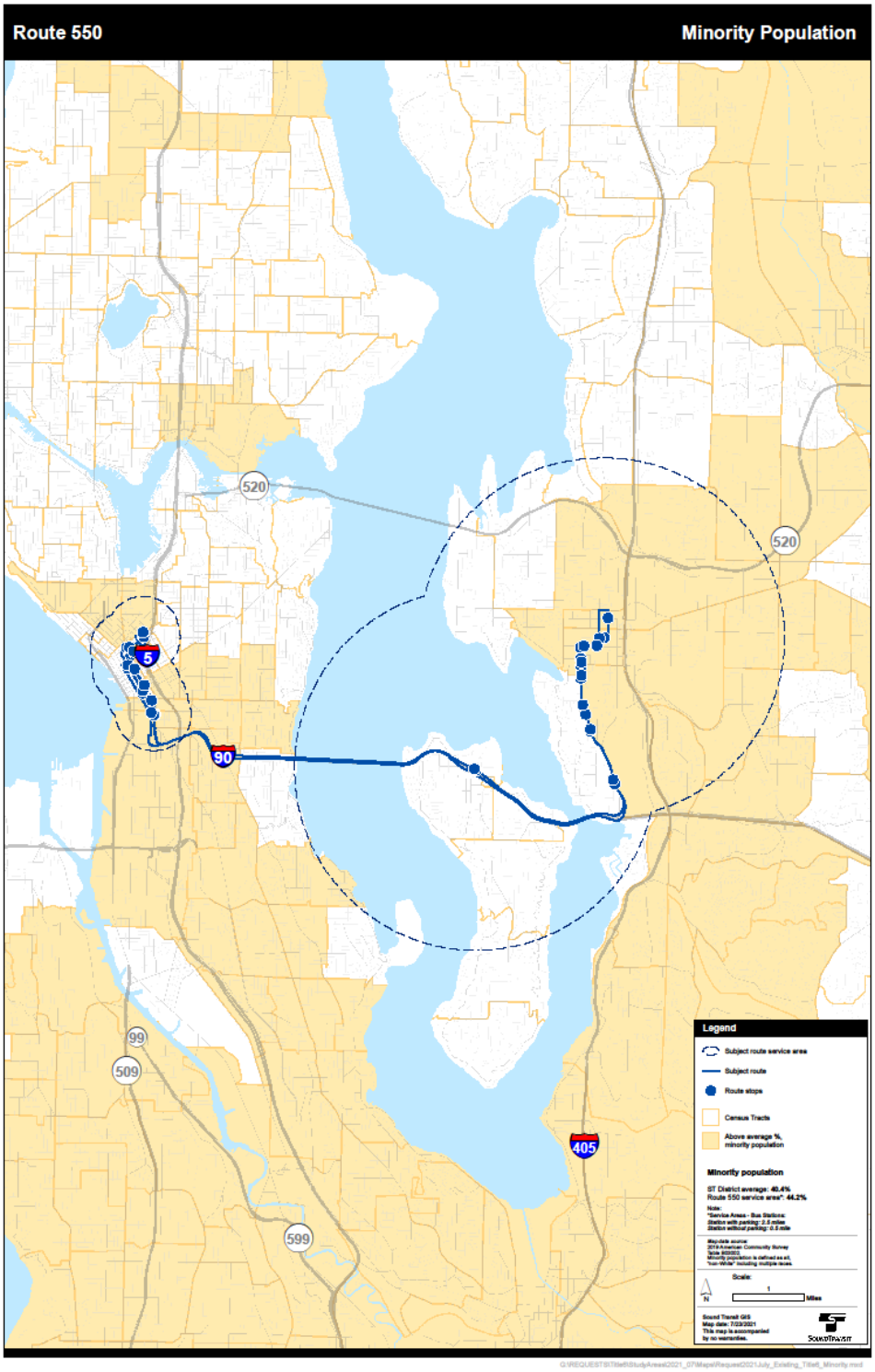
Public Outreach Summary

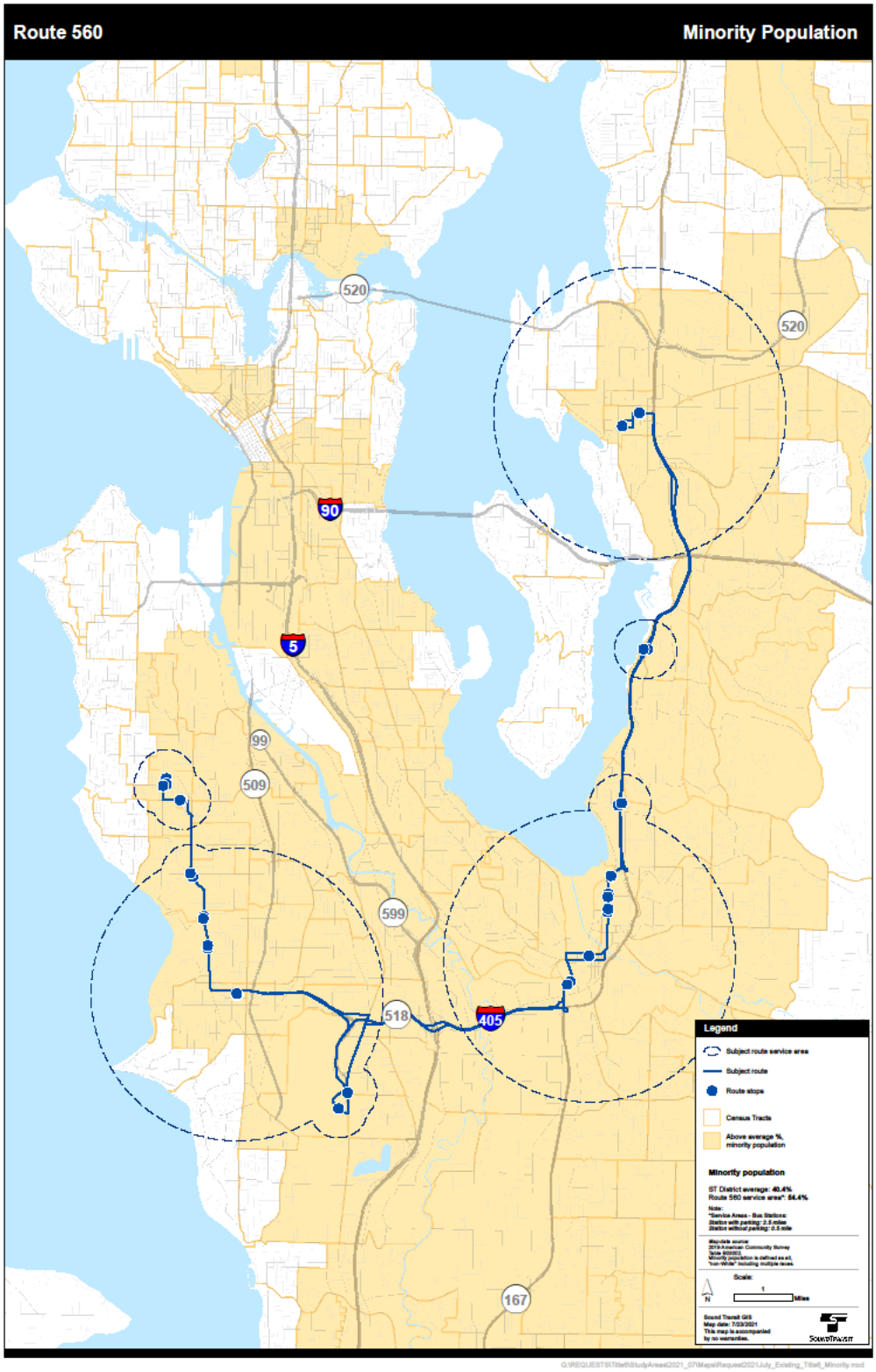
ROUTES	Strongly Agree (%)	Agree (%)	Disagree (%)	Strongly Disagree (%)	Other* (%)
535- Lynnwood-Bellevue	**52.5**	**23.7**	**1.7**	**1.7**	**20.3**
550-Bellevue-Seattle	**41.2**	**24.3**	**7.5**	**5.6**	**21.5**
560-Bellevue-West Seattle	**54.1**	**29.5**	**1.6**	**6.6**	**8.2**
574-Lakewood-SeaTac Airport	**60.3**	**17.8**	**2.7**	**2.7**	**16.4**
577-Federal Way-Seattle	**75**	**17.1**	**1.2**	**2.3**	**4.6**
578- Puyallup-Seattle	**51.9**	**25.9**	**1.9**	**2.8**	**17.6**

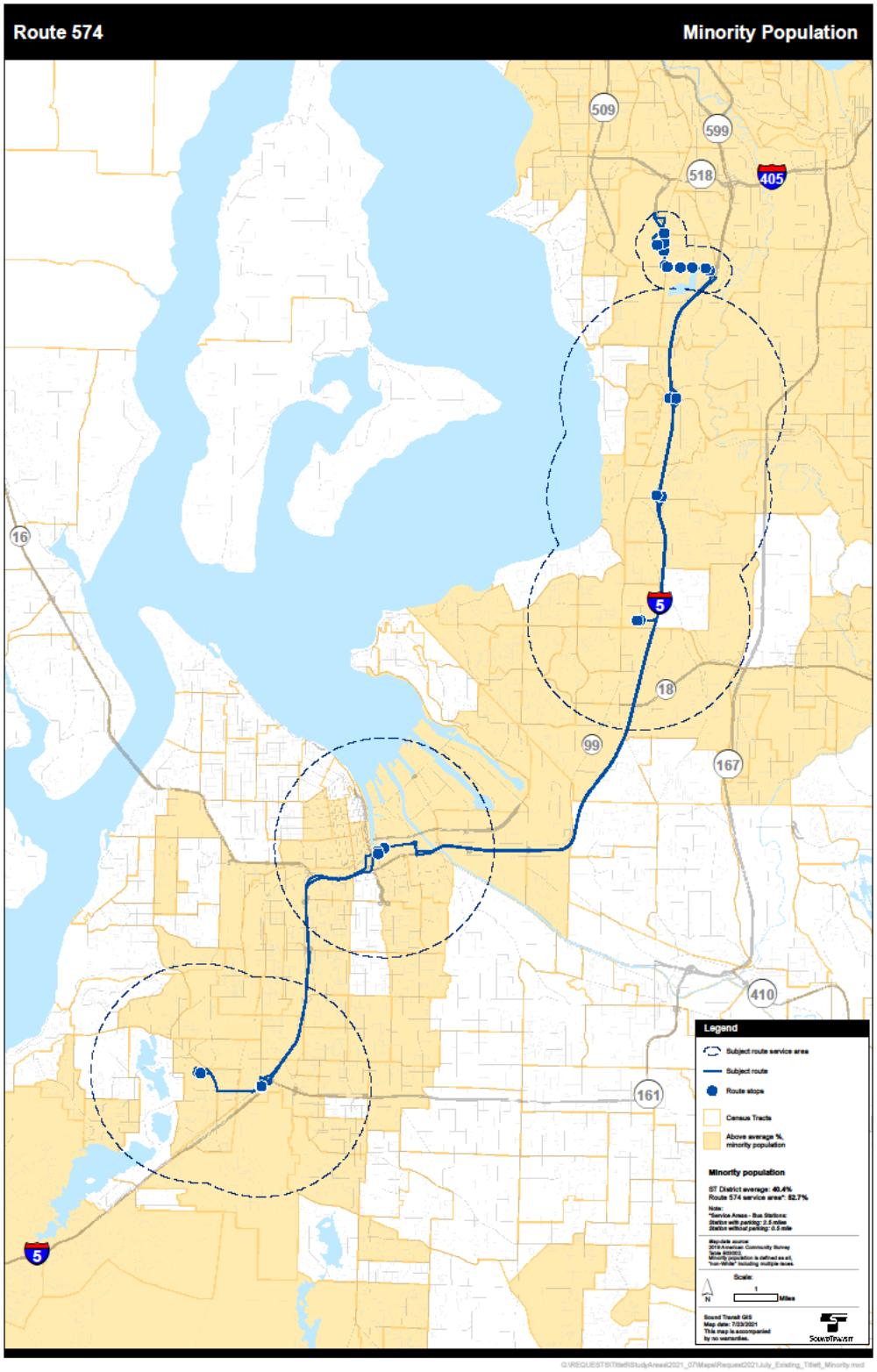
590-Tacoma-Seattle/594-Lakewood-Seattle	**67.4**	**24.1**	**2.1**	**1.4**	**5**
592-DuPont-Seattle	**28.1**	**21.9**	**6.3**	**34.4**	**9.4**
S Line (Sounder South)- Seattle-Lakewood/Tacoma	**60.6**	**30.1**	**2.3**	**0.4**	**6.6**
Tacoma Link-Hilltop-Tacoma Dome	**43.8**	**34.4**	**1.6**	**3.1**	**17.2**

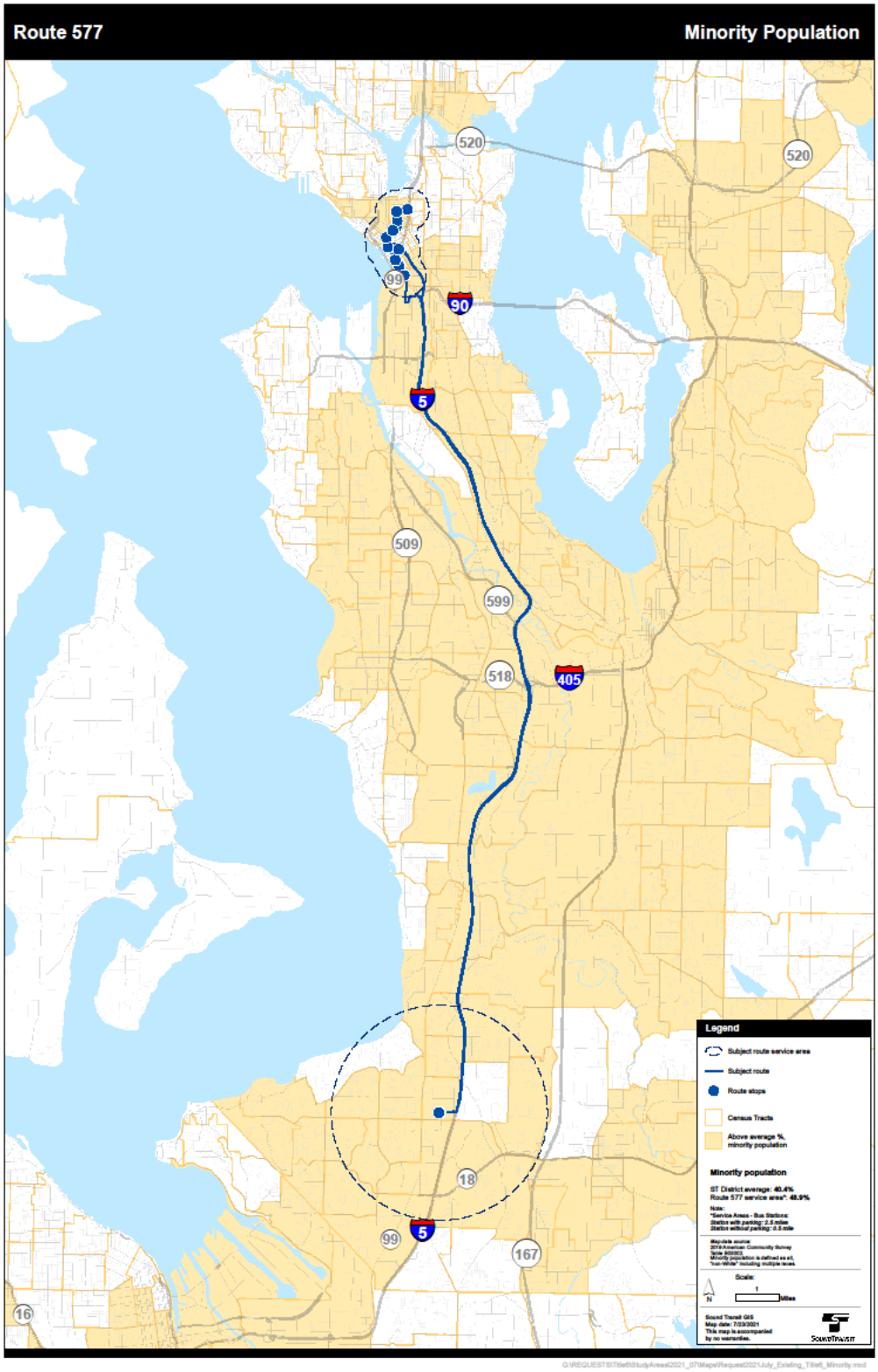
***Combines response % for passengers who had "no opinion" or 'do not take this route'**

Title VI Population Maps




Route 560
Minority Population
520
520
90
5
99
509
599
518
405
167
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 560 service area*: 84.4%
Scale:
Miles


Route 574
Minority Population
509
599
518
405
16
5
18
99
167
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 574 service area*: 52.7%
Scale:
Miles
Sound Transit GIS
This map is accompanied by no warranties.
SOUNDTRANSIT


Route 577
Minority Population
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520
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90
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509
599
518
405
18
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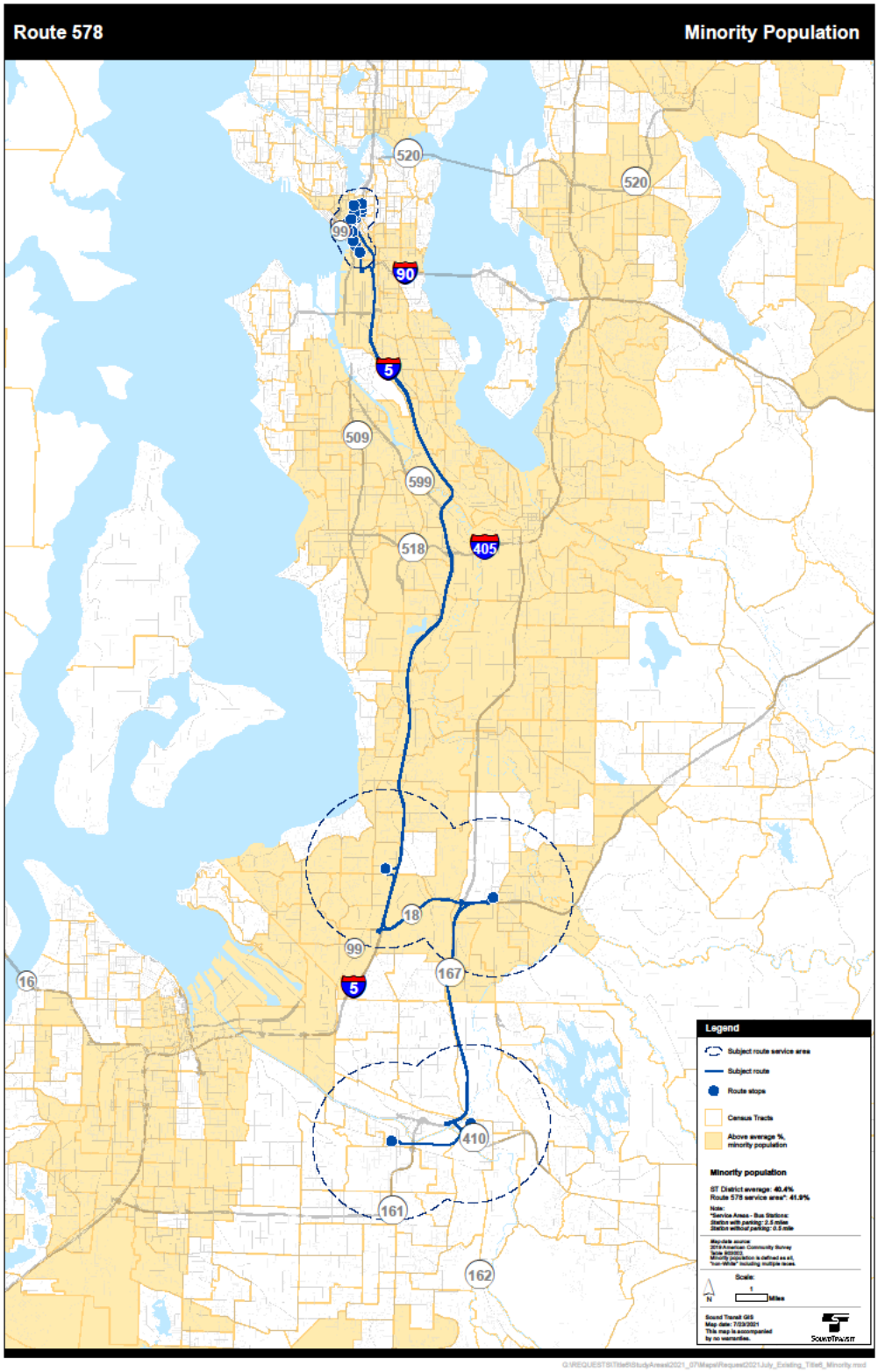
5
167
16
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 577 service area*: 48.9%
Scale:
Miles


Route 578
Minority Population
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520
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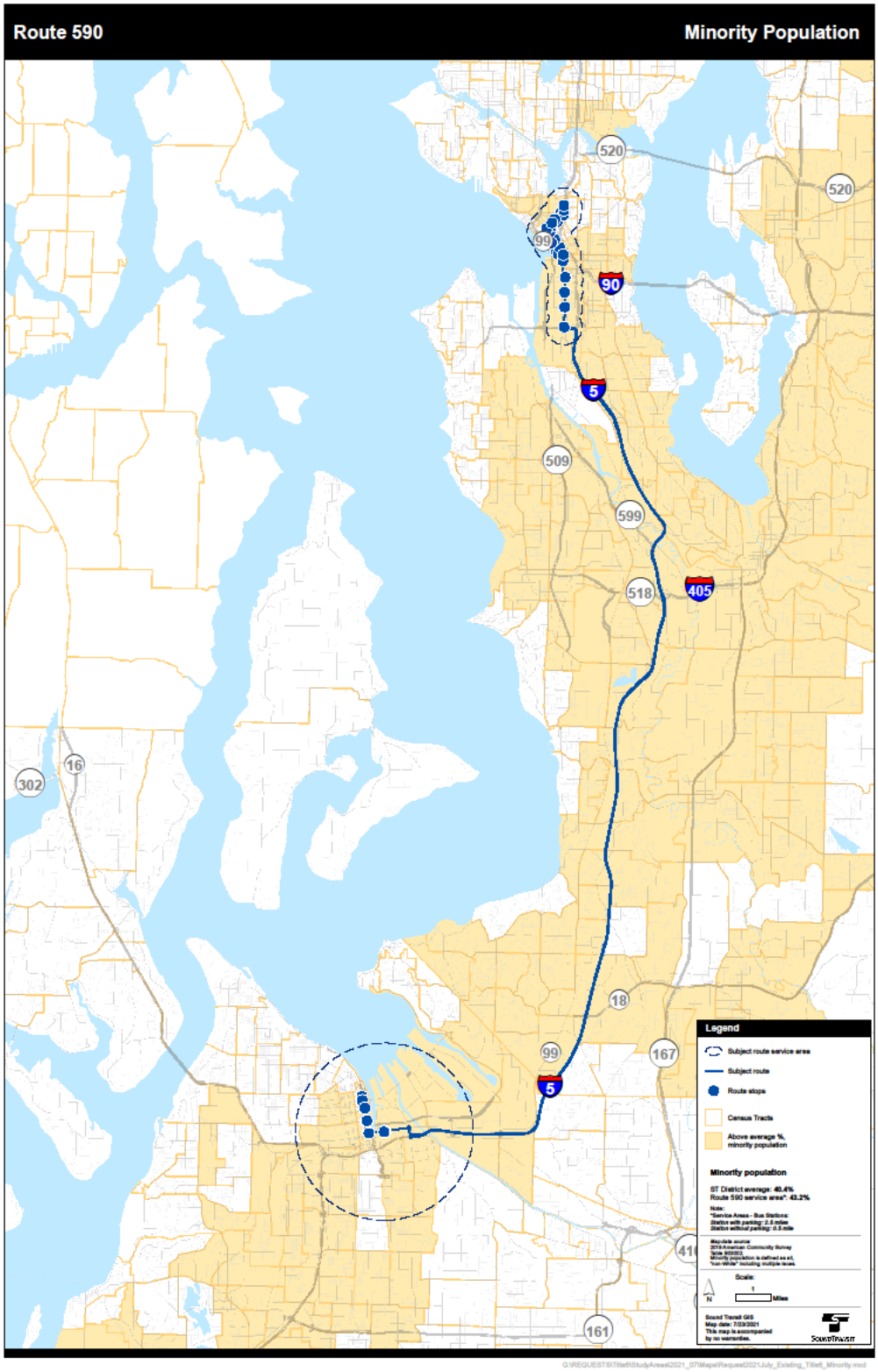
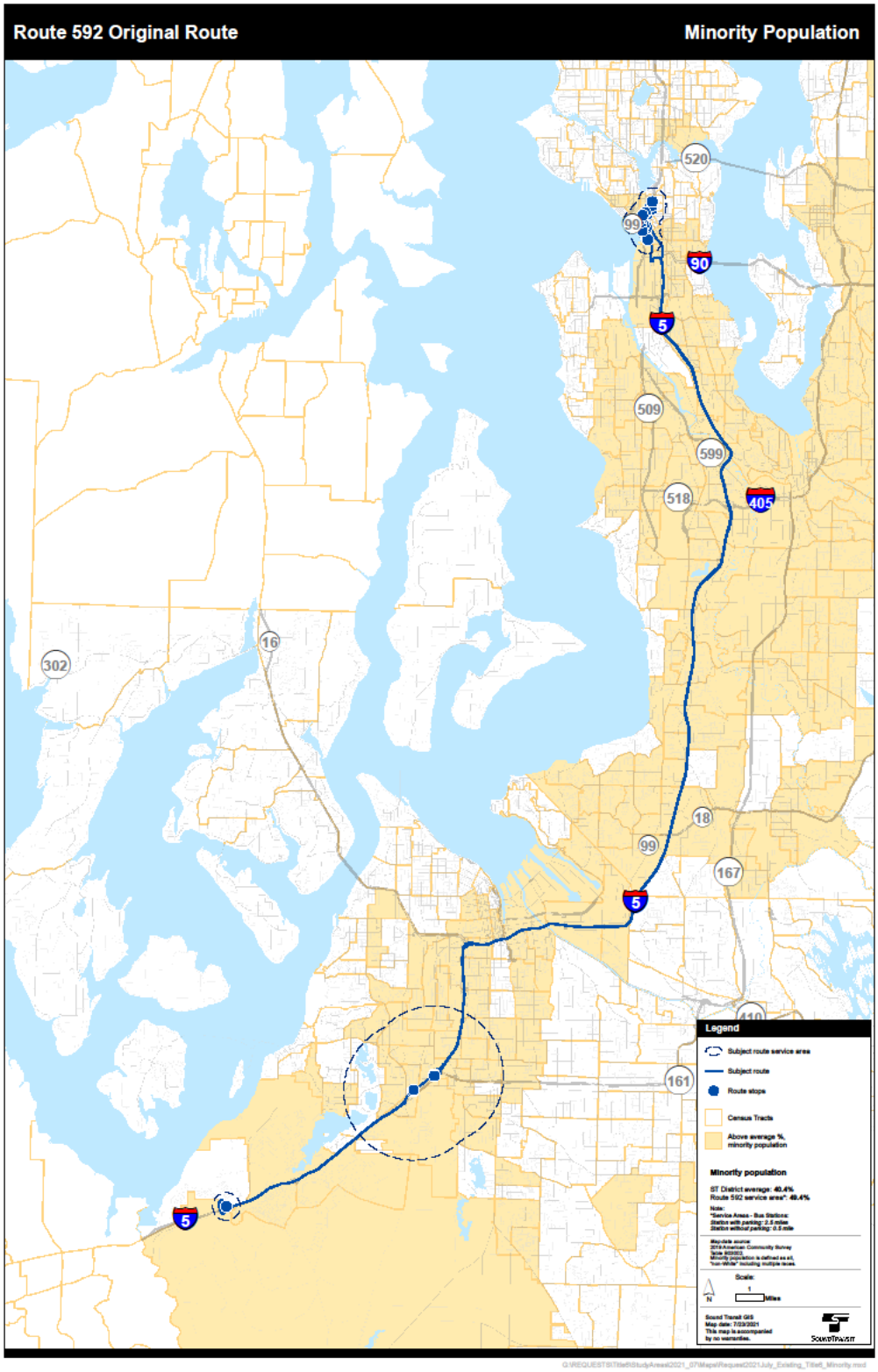
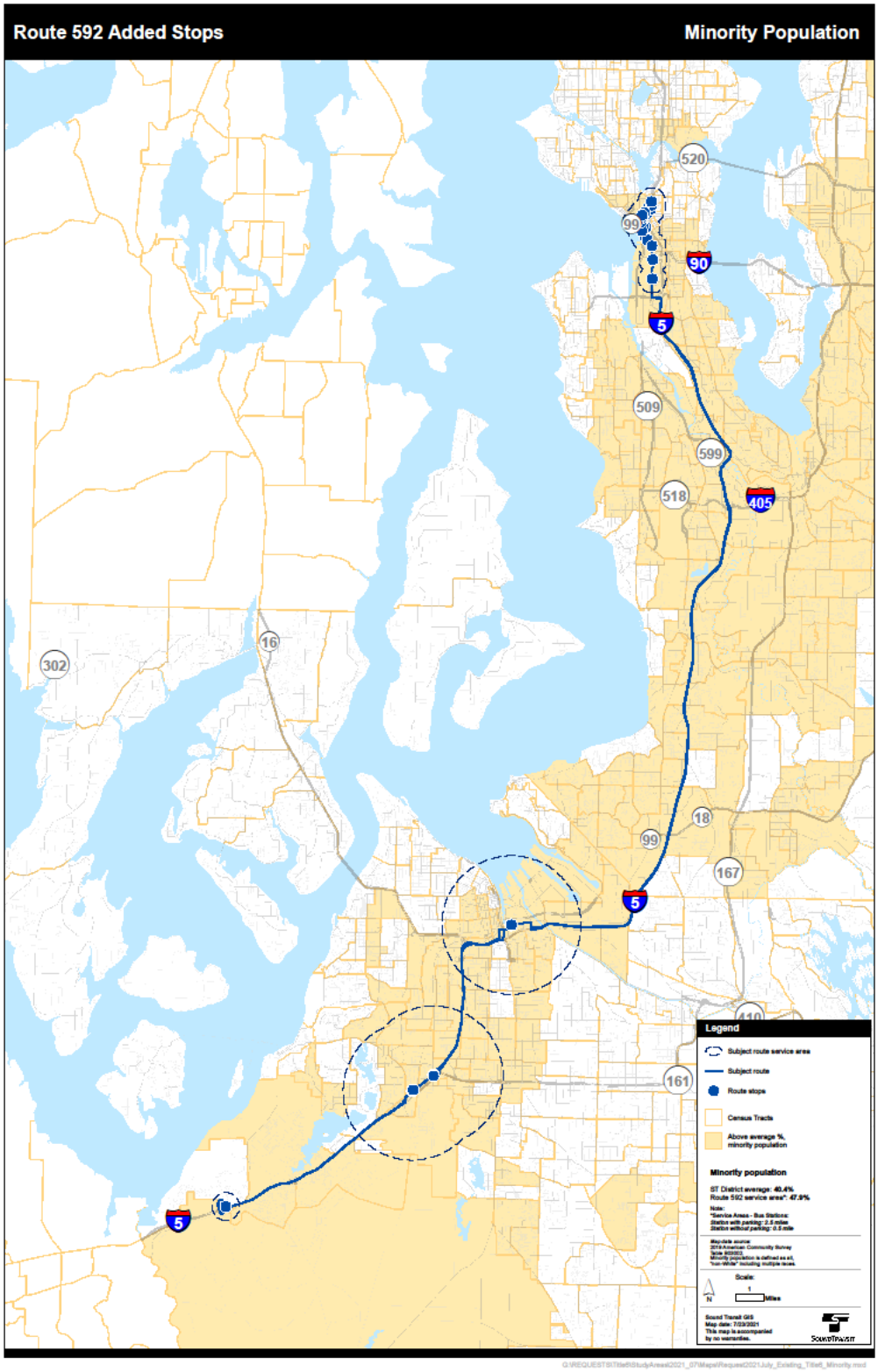
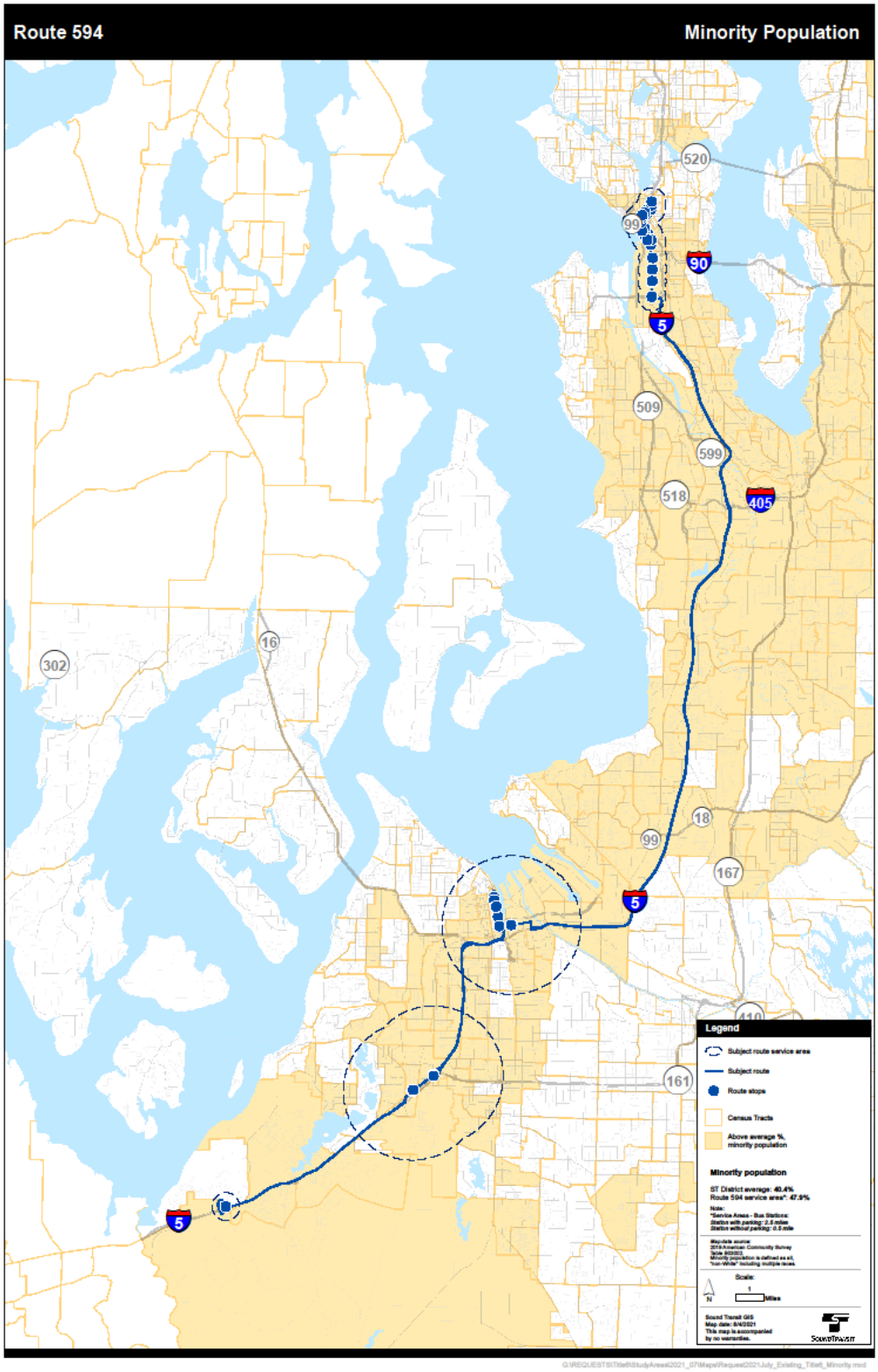
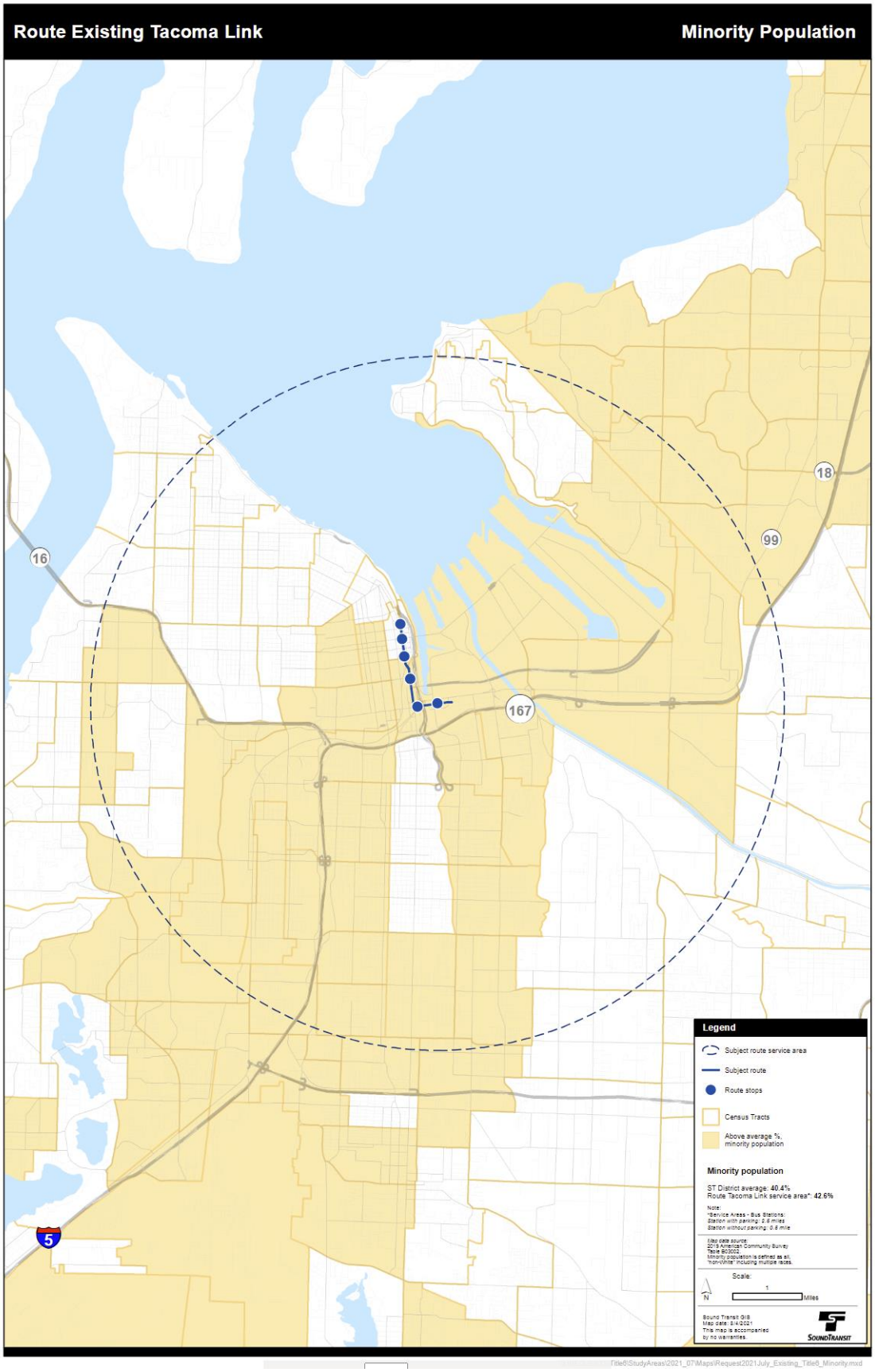
90
5
509
599
518
405
18
99
5
167
16
410
161
162
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 578 service area*: 41.9%
Miles
SOUNDTRANSIT

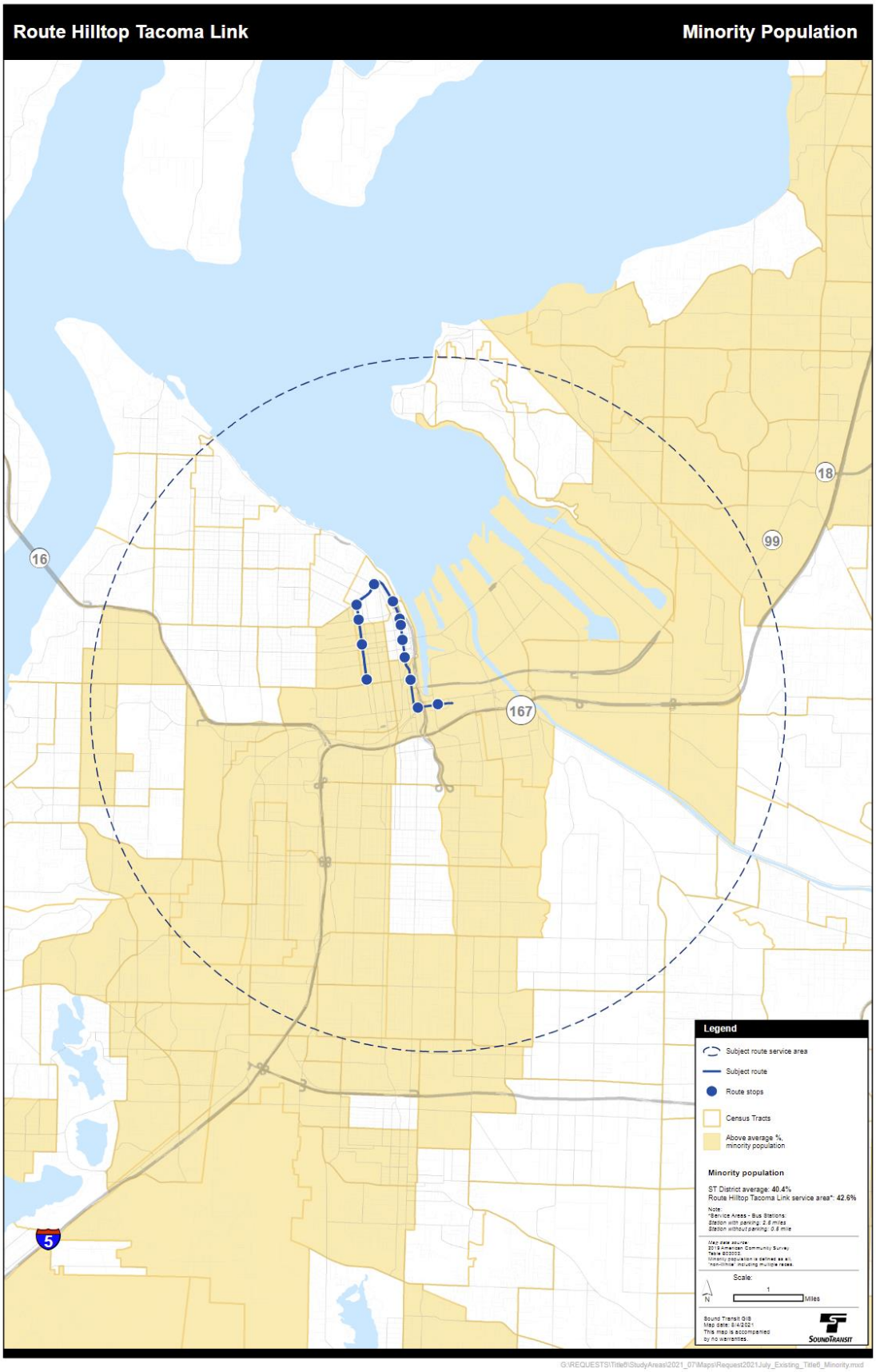

Route 590
Minority Population
520
520
99
90
5
509
599
518
405
302
16
18
167
99
5
161
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 590 service area*: 43.2%
Scale:
Miles

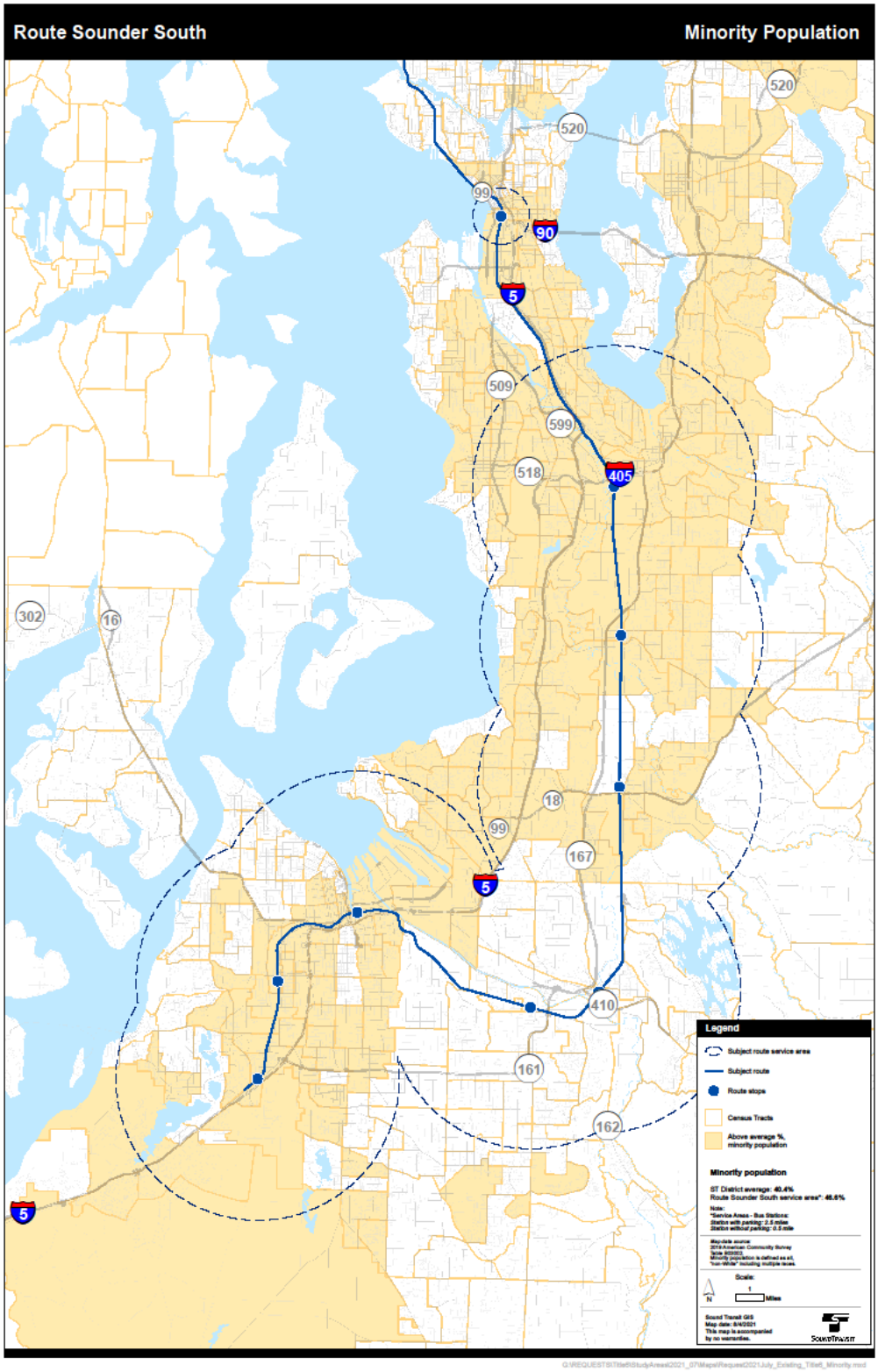

Route 592 Original Route
Minority Population
520
99
90
5
509
599
518
405
16
302
18
99
167
5
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 592 service area*: 49.4%
Scale:
Miles
SOUNDTRANSIT

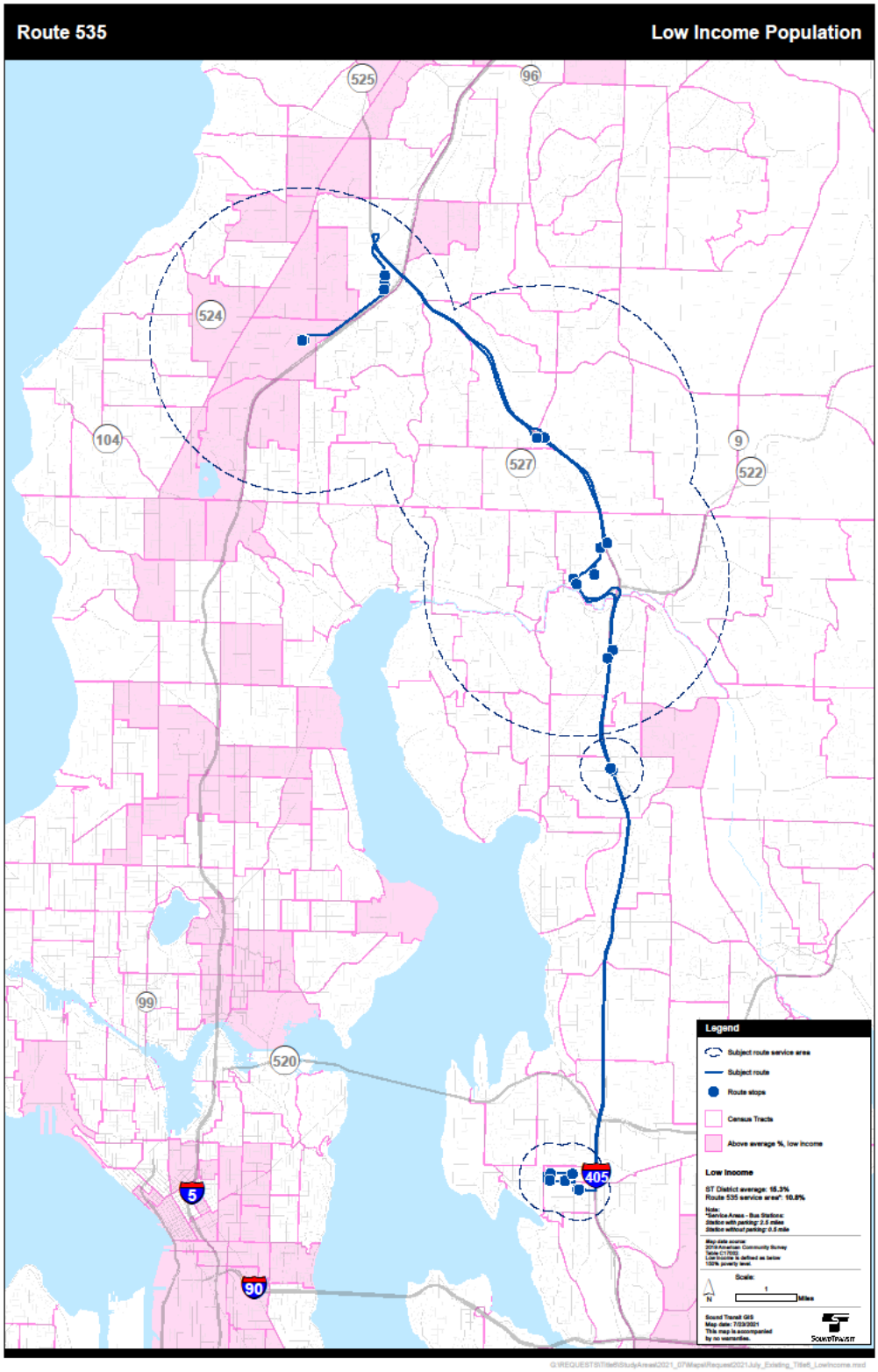

Route 592 Added Stops
Minority Population
520
99
90
5
509
599
518
405
16
302
18
99
167
5
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 592 service area*: 47.9%
Scale:
Miles

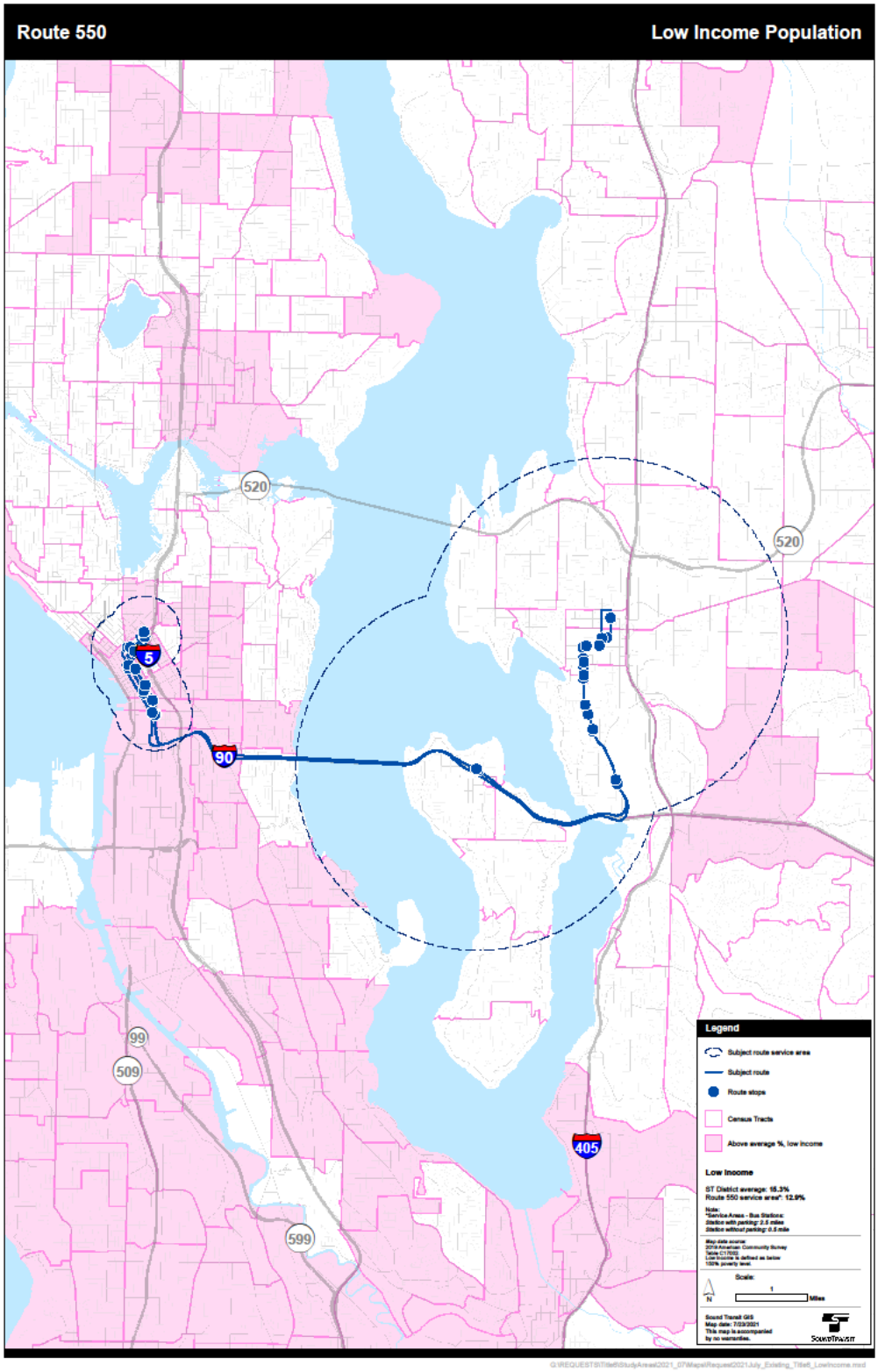

Route 594
Minority Population
520
99
90
5
509
599
518
405
302
16
18
99
167
5
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route 594 service area*: 47.9%
Scale:
Miles
SOUNDTRANSIT

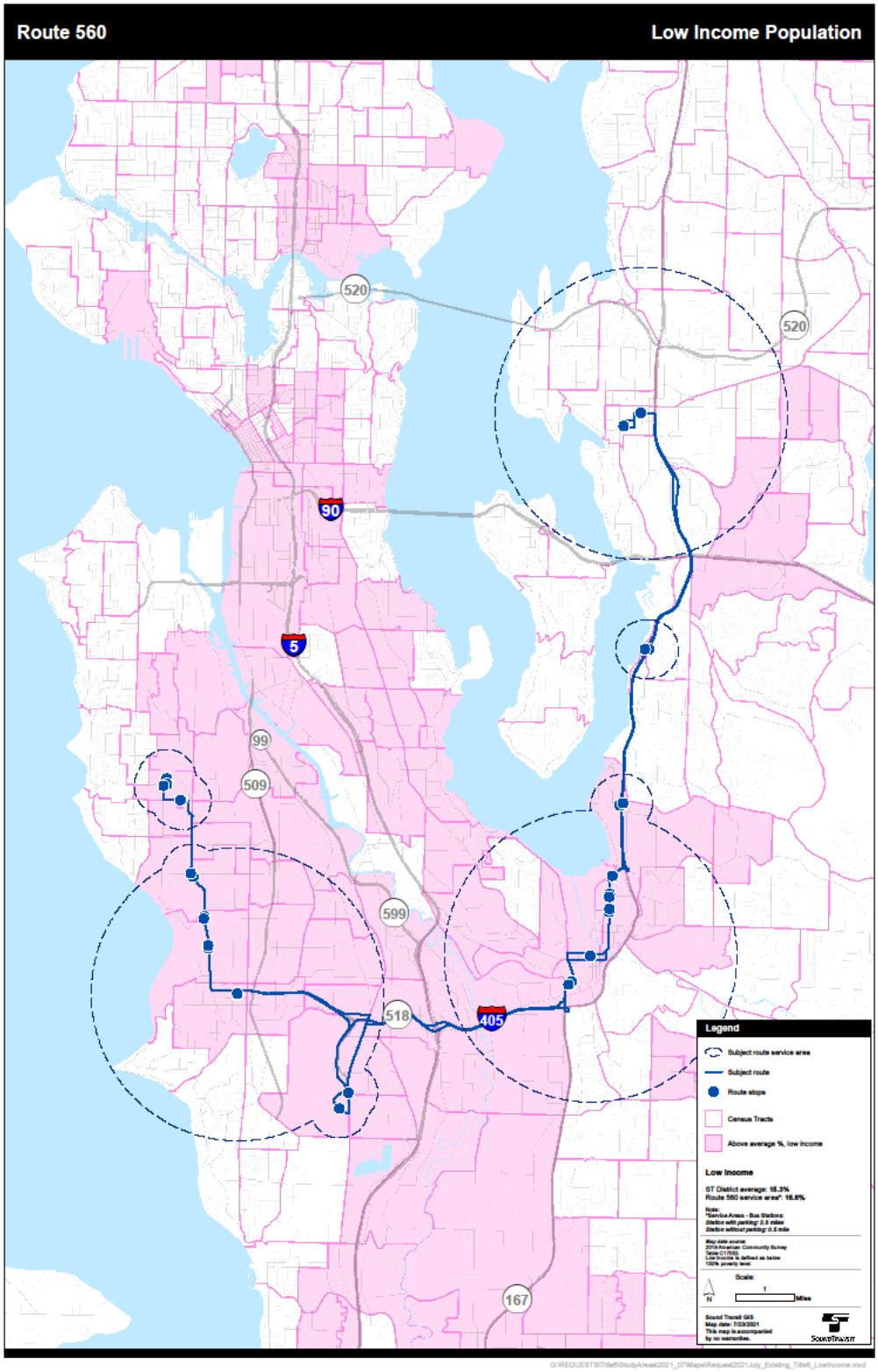

Route Existing Tacoma Link
Minority Population
16
18
99
167
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route Tacoma Link service area*: 42.6%
Note:
*Service Areas - Bus Stations:
Station with parking: 0.5 miles
Station without parking: 0.5 mile
Map data source:
2019 American Community Survey
Table B03002
Minority population is defined as all "non-White" including multiple races.
Scale:
N
1
Miles
Sound Transit GIS
Map date: 8/4/2021
This map is accompanied by no warranties.
SOUNDTRANSIT

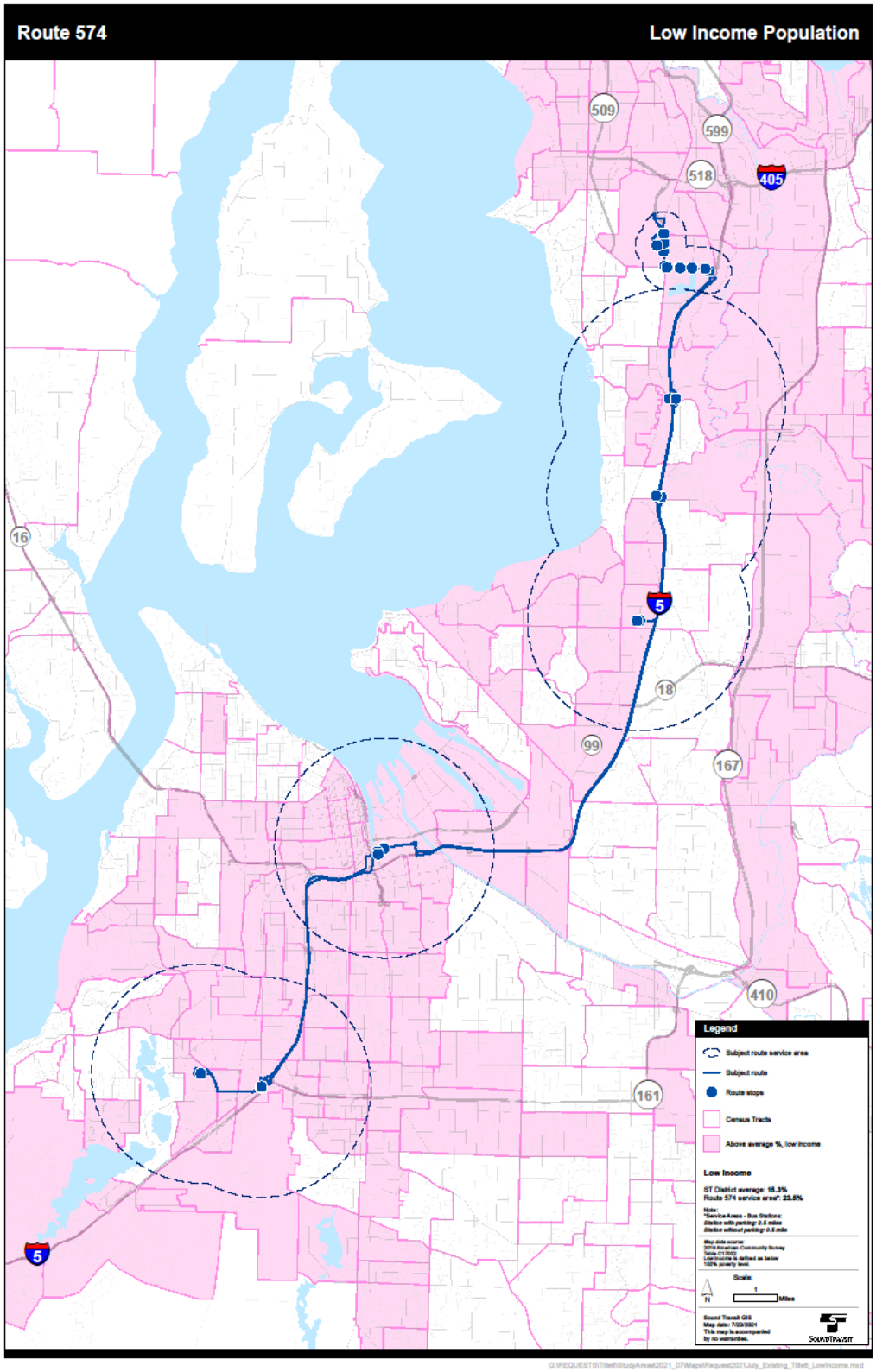

Route Hilltop Tacoma Link
Minority Population
16
18
99
167
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average % minority population
Minority population
ST District average: 40.4%
Route Hilltop Tacoma Link service area*: 42.6%
Scale:
Miles
SOUNDTRANSIT

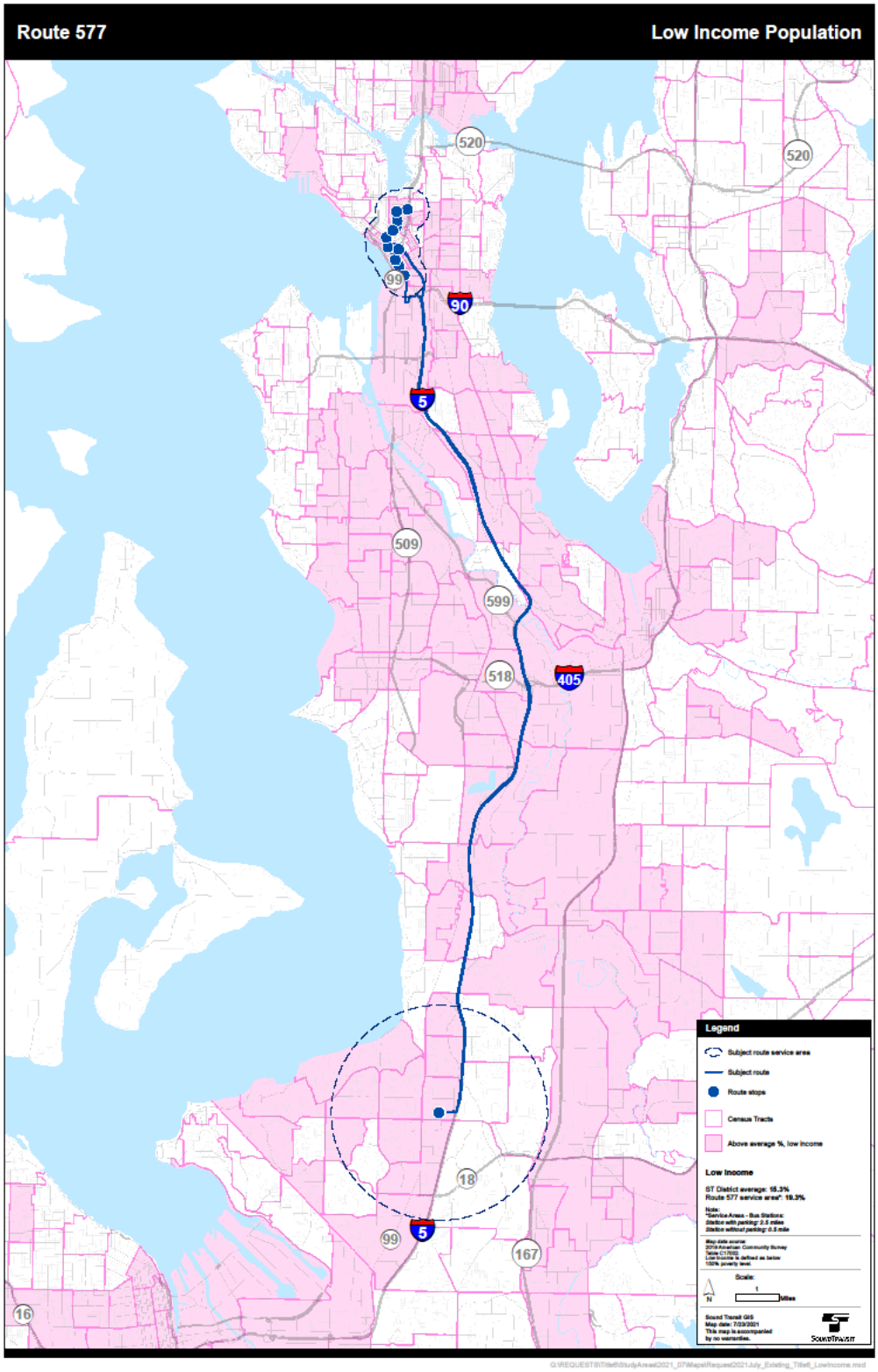

Route Sounder South
Minority Population
520
520
99
90
5
509
599
518
405
302
16
18
99
167
5
410
161
162
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, minority population
Minority population
ST District average: 40.4%
Route Sounder South service area*: 46.6%
Scale:
Miles
SOUNDTRANSIT

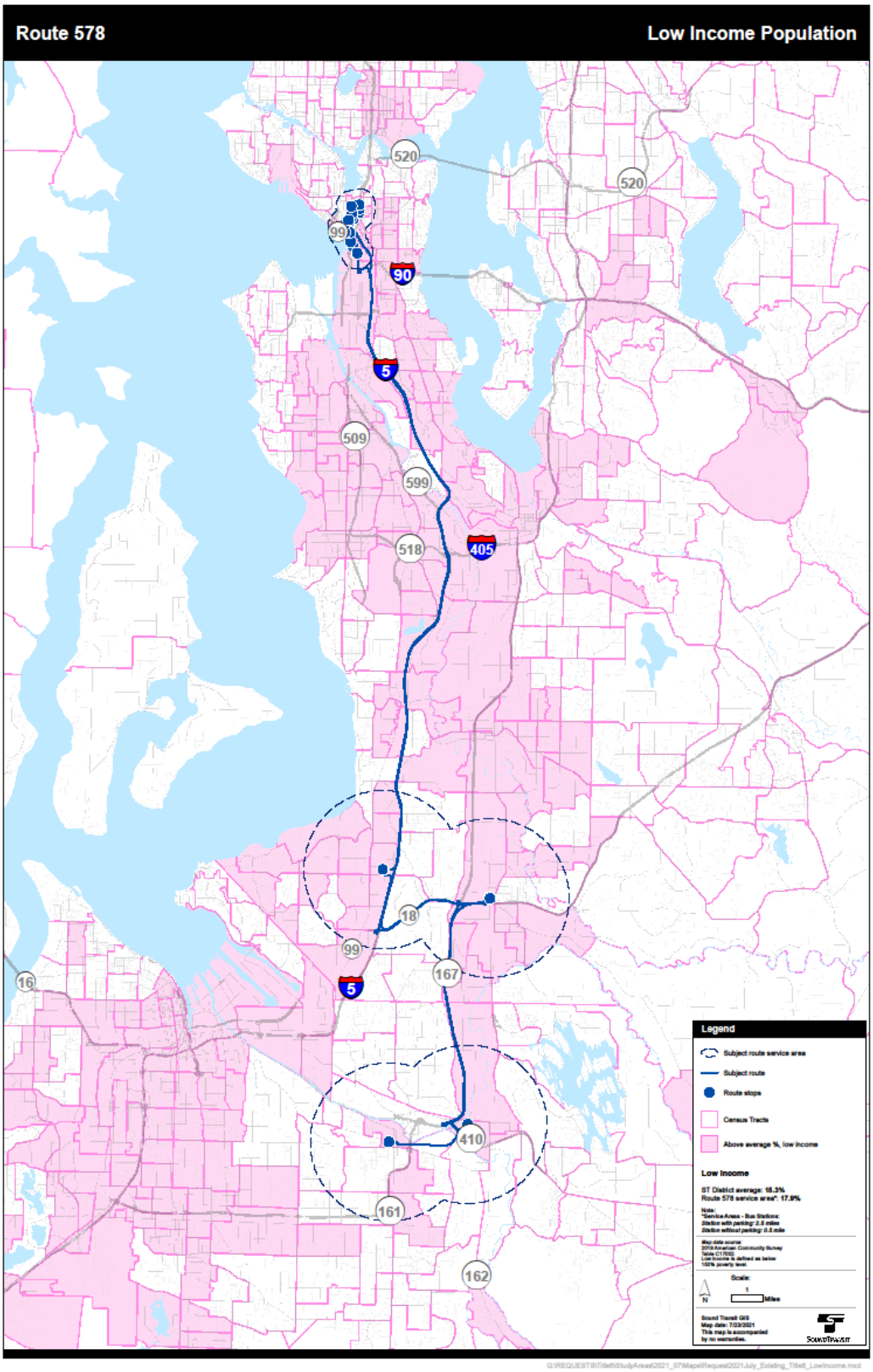

Route 535
Low Income Population
525
96
524
104
527
9
522
99
520
5
405
90
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
Scale:
Miles
SOUNDTRANSIT

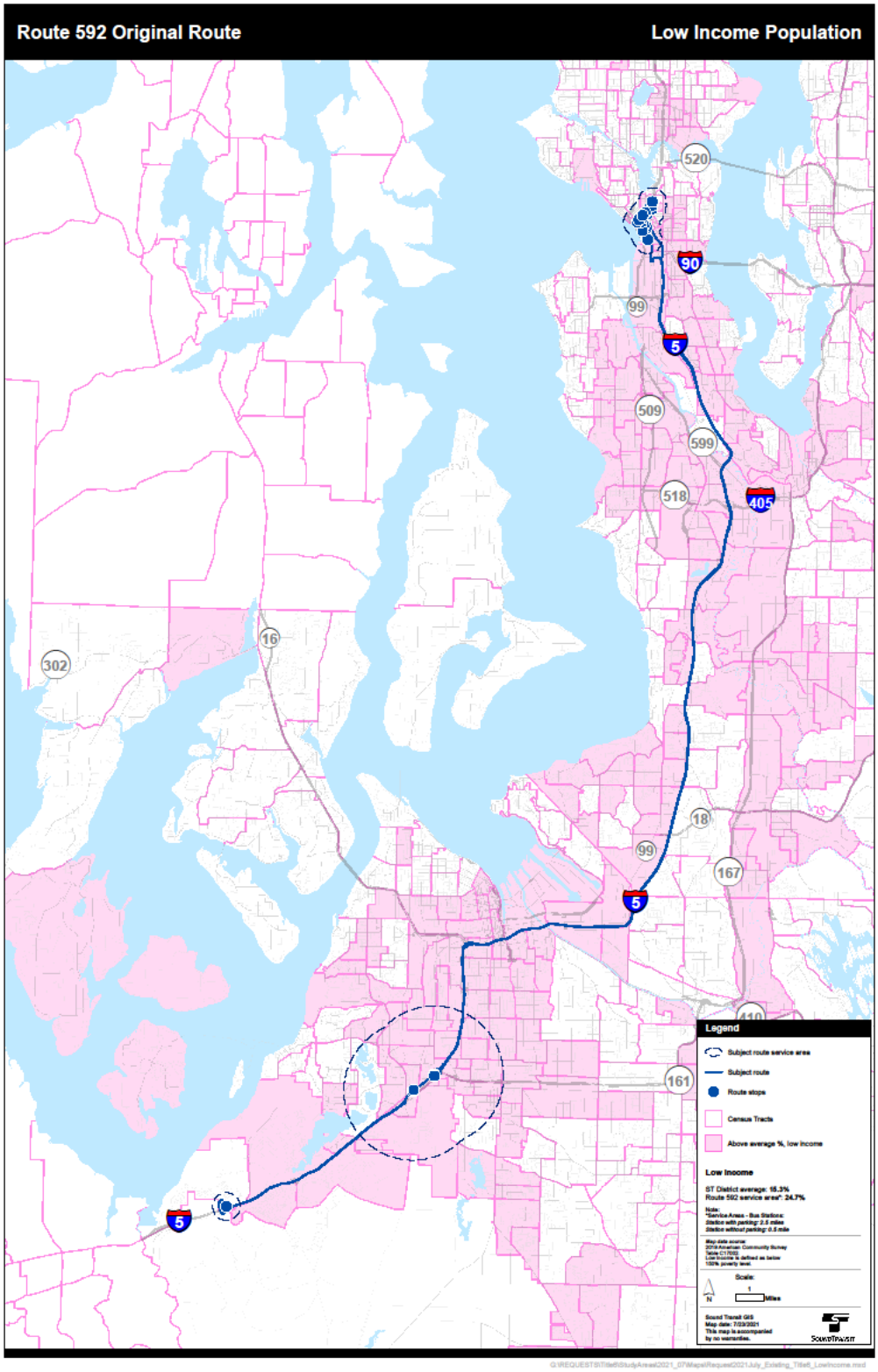

Route 550
Low Income Population
520
520
5
90
99
509
599
405
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route 550 service area*: 12.9%
Scale:
Miles

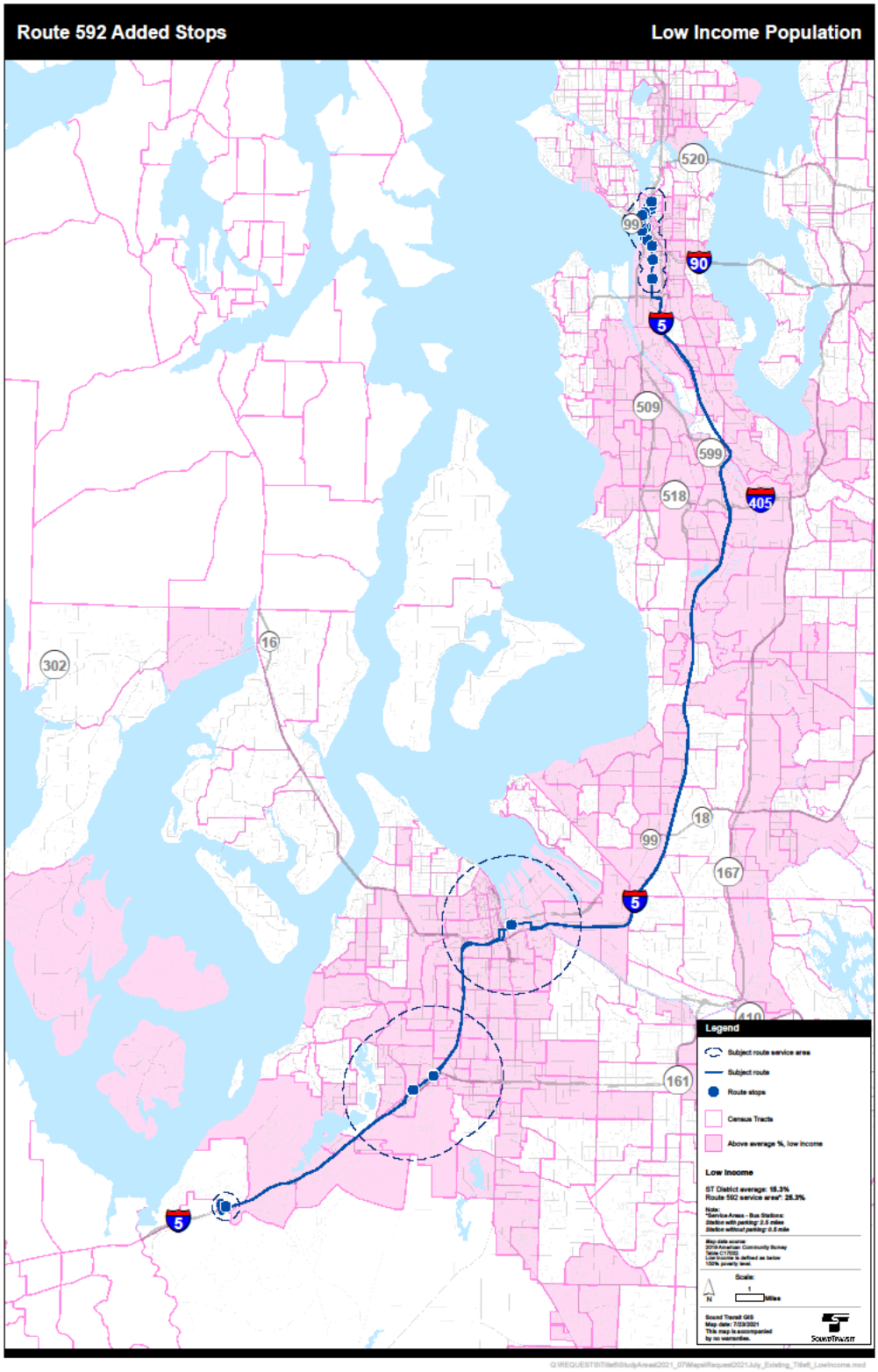

Route 560
Low Income Population
520
520
90
5
99
509
599
518
405
167
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route 560 service area*: 16.6%
Note:
*Service Area - Bus Stations:
Station with parking: 2.5 miles
Station without parking: 0.5 mile
Map data source:
2016 American Community Survey
Table C17002
Low income is defined as below
100% poverty level.
Scale:
1
N
Miles
Sound Transit GIS
Map date: 7/23/2021
This map is accompanied
by no warranties.
SOUNDTRANSIT

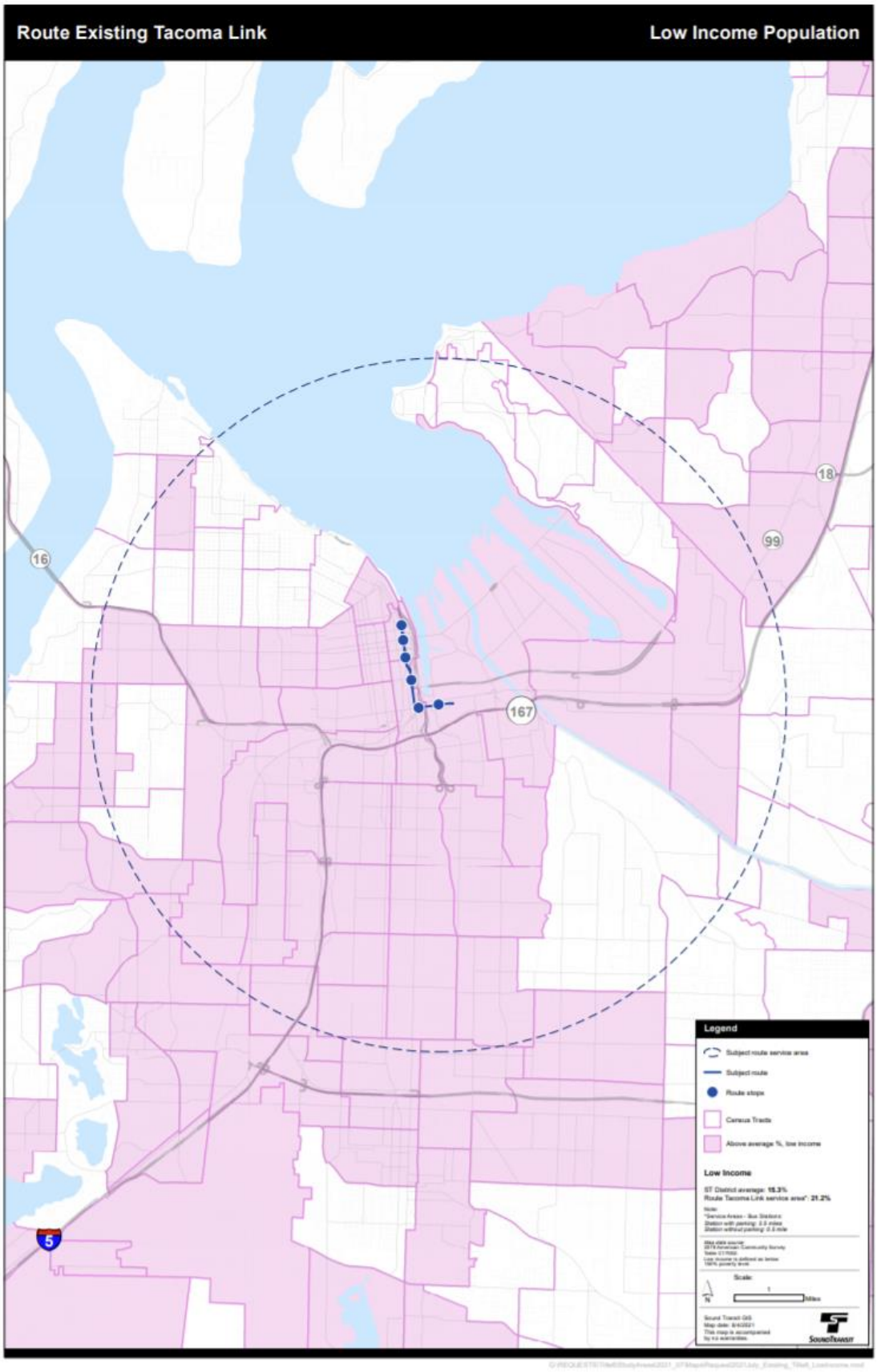

Route 574
Low Income Population
509
599
518
405
16
5
18
99
167
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route 574 service area*: 23.5%
Note:
*Service Areas - Bus Stations:
Station with parking: 2.5 miles
Station without parking: 0.5 mile
Map data source:
2019 American Community Survey
Table C17002
Low income is defined as below
100% poverty level.
Scale:
N
1
Miles
Sound Transit GIS
Map date: 7/23/2021
This map is accompanied
by no warranties.
SOUNDTRANSIT

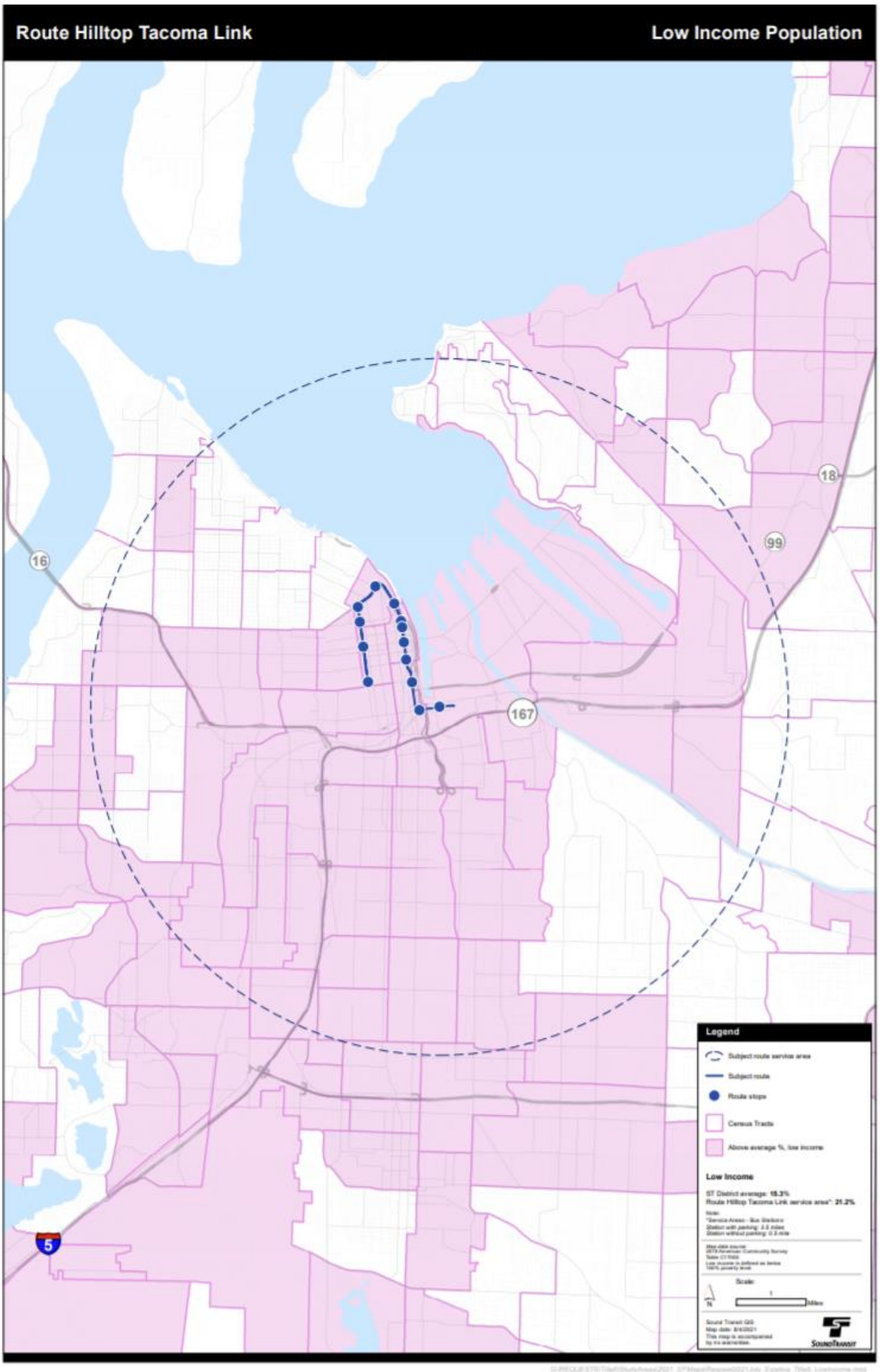

Route 577
Low Income Population
520
520
99
90
5
509
599
518
405
18
99
5
167
16
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route 577 service area*: 19.3%
Scale:
Miles
SOUNDTRANSIT

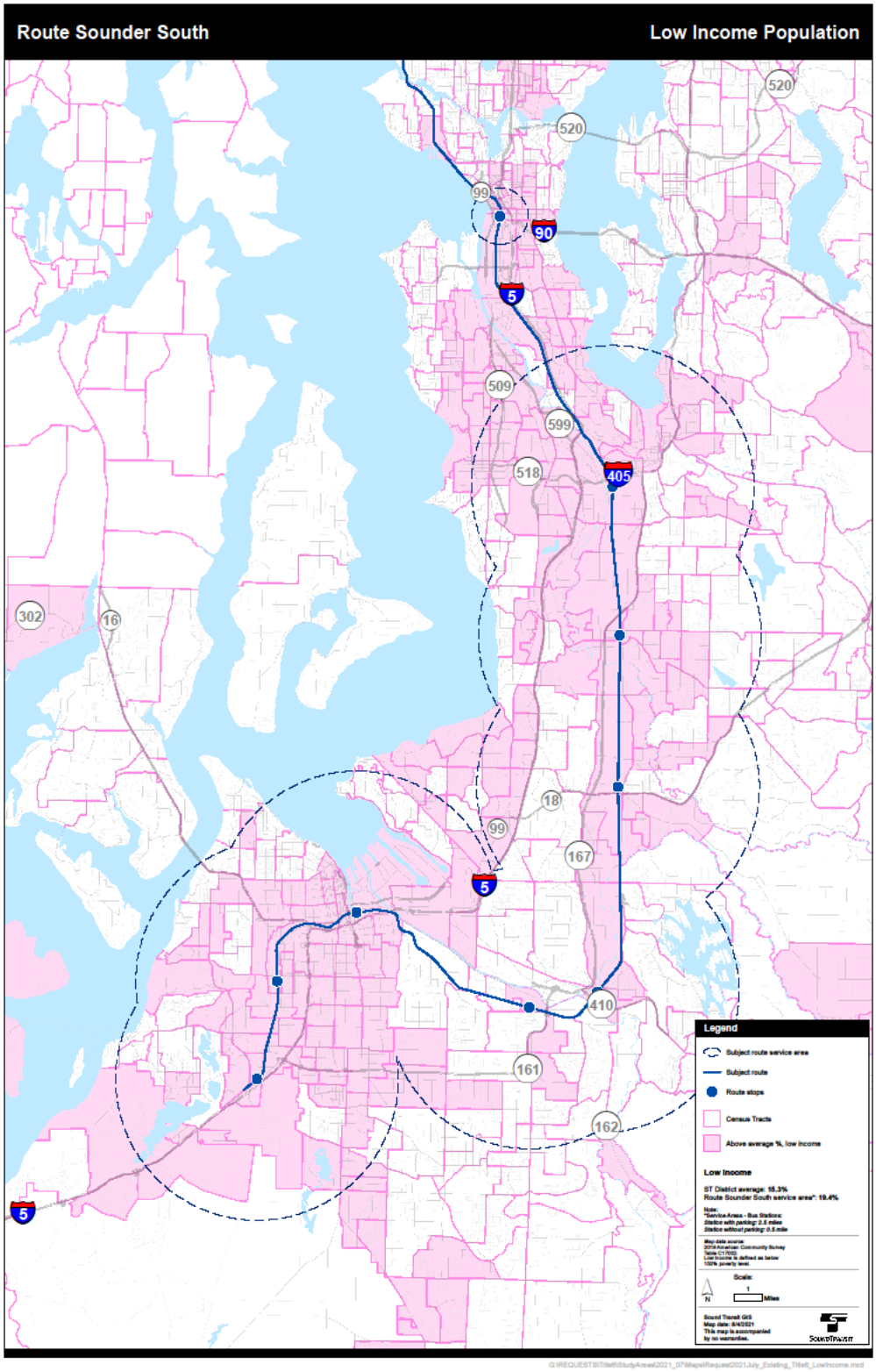

Route 578
Low Income Population
520
520
99
90
5
509
599
518
405
18
99
167
16
5
410
161
162
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route 578 service area*: 17.9%
Scale:
Miles
Sound Transit GIS
SOUNDTRANSIT

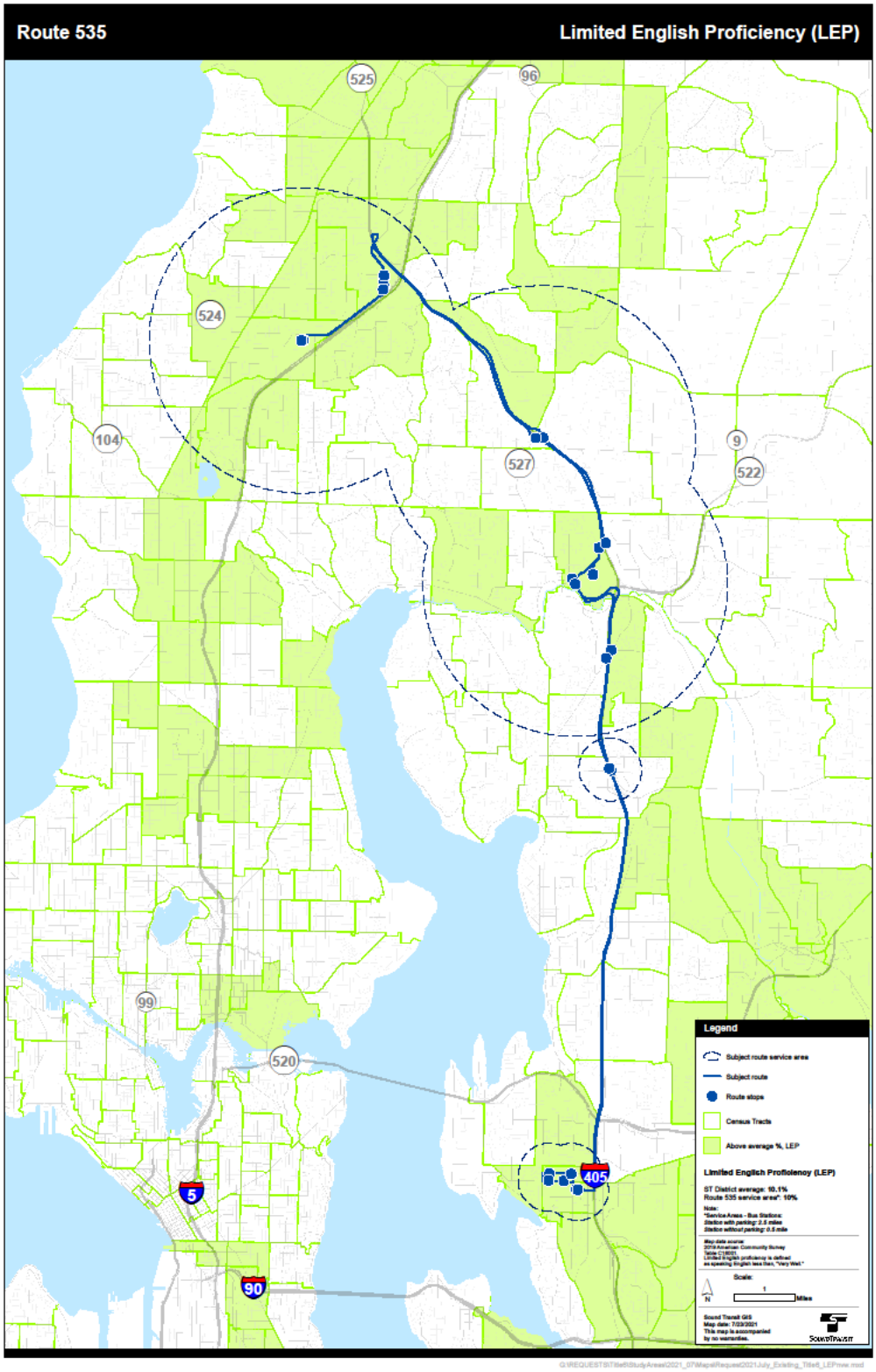

Route 592 Original Route
Low Income Population
520
90
99
5
509
599
518
405
16
302
18
99
167
5
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route 592 service area*: 24.7%
Scale:
Miles


Route 592 Added Stops
Low Income Population
520
99
90
5
509
599
518
405
302
16
18
99
167
5
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route 592 service area*: 28.3%
Scale:
Miles

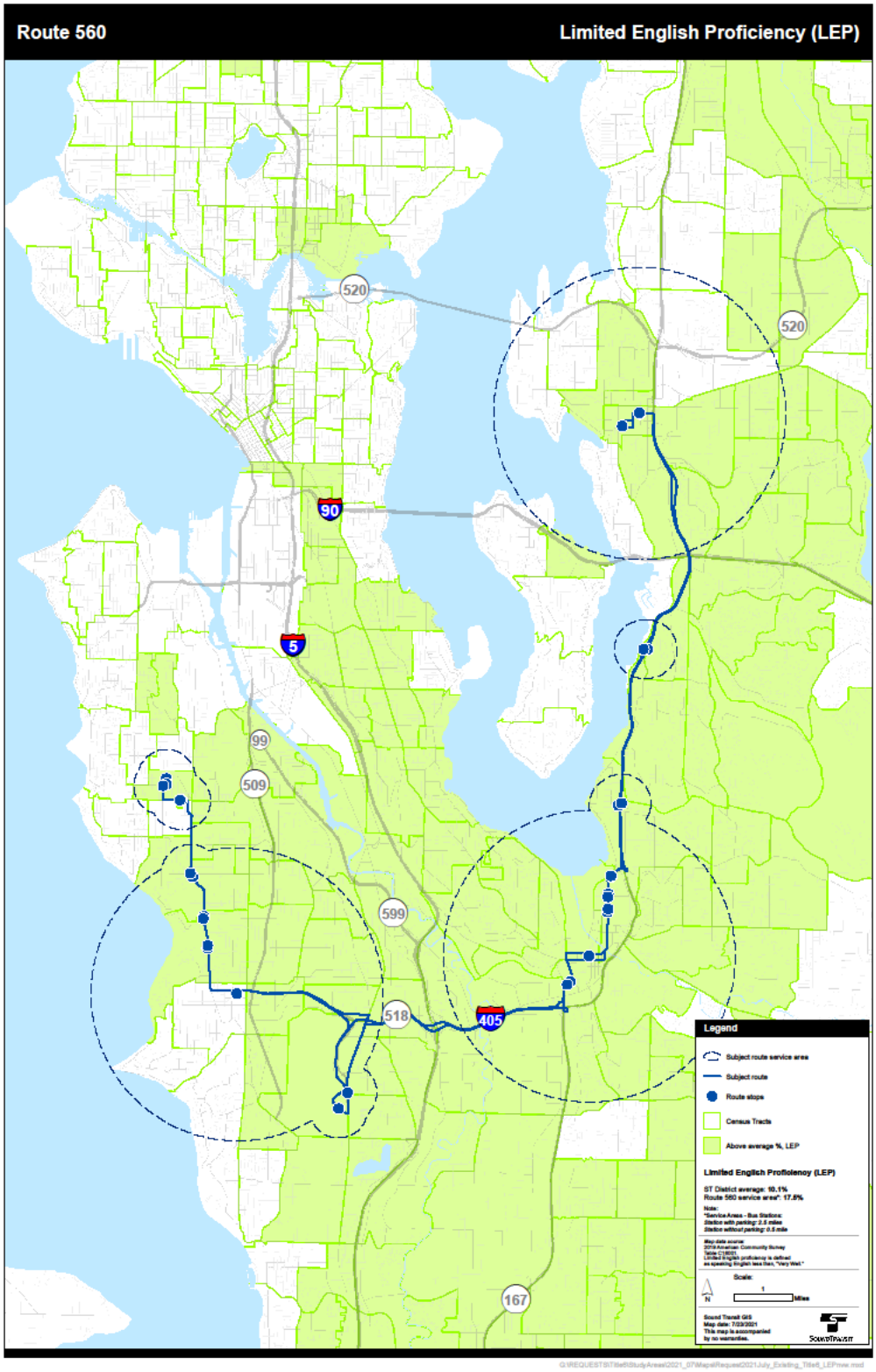

Route Existing Tacoma Link
Low Income Population
16
18
99
167
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income

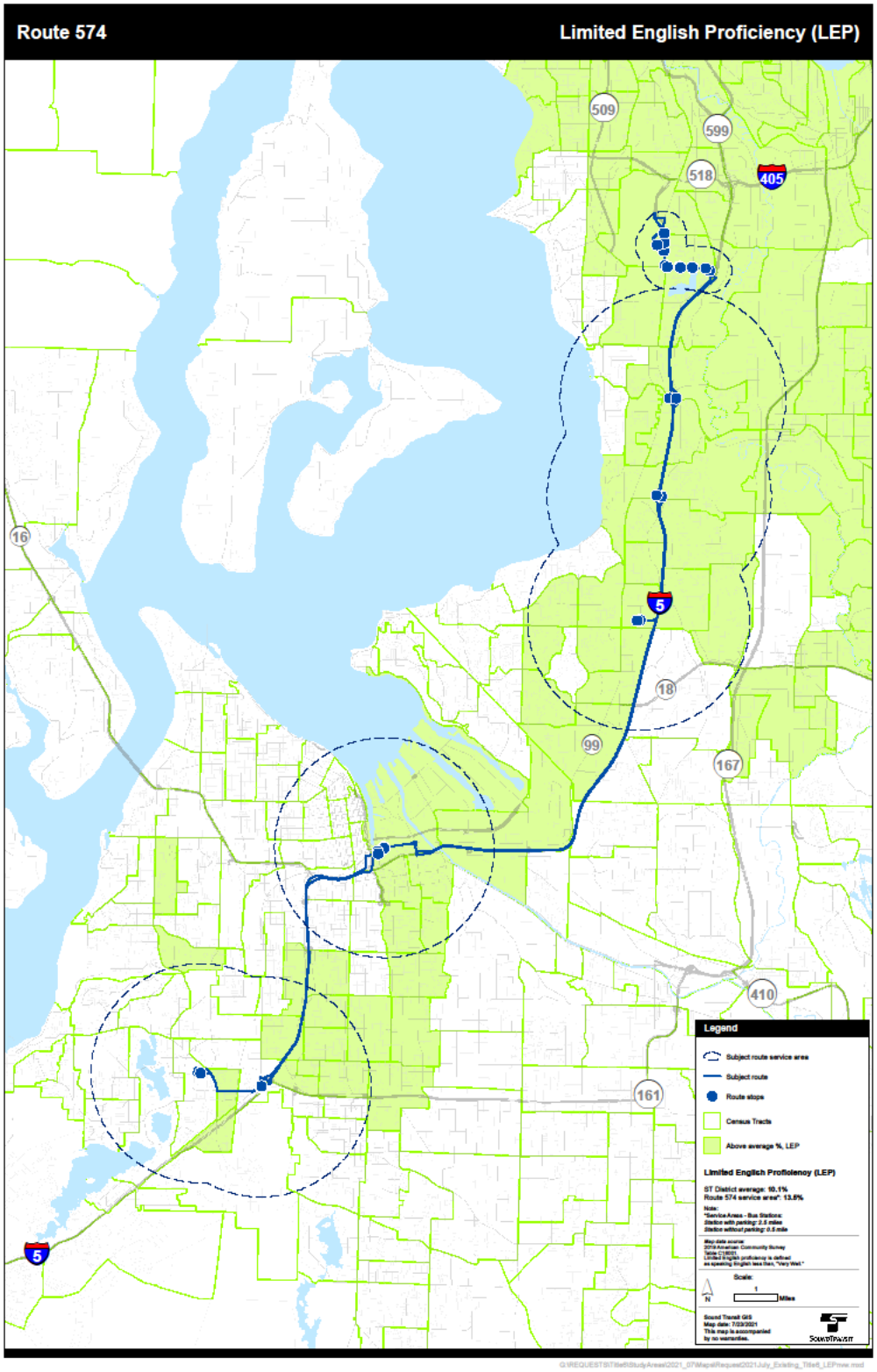

Route Hilltop Tacoma Link
Low Income Population
16
18
99
167
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income

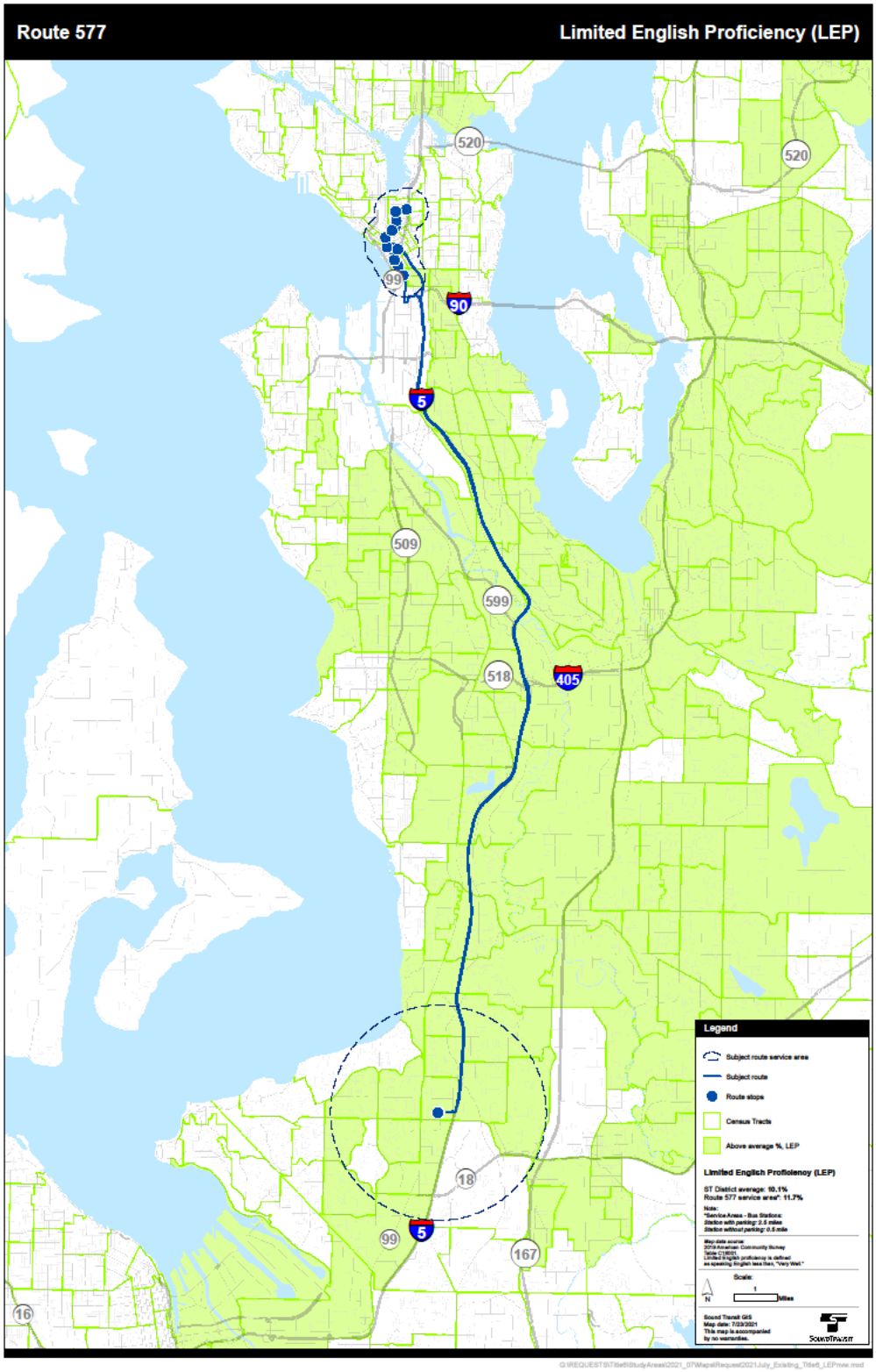

Route Sounder South
Low Income Population
520
520
99
90
5
509
599
518
405
302
16
18
99
167
5
410
161
162
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, low income
Low Income
ST District average: 15.3%
Route Sounder South service area*: 19.4%
Scale:
Miles
N

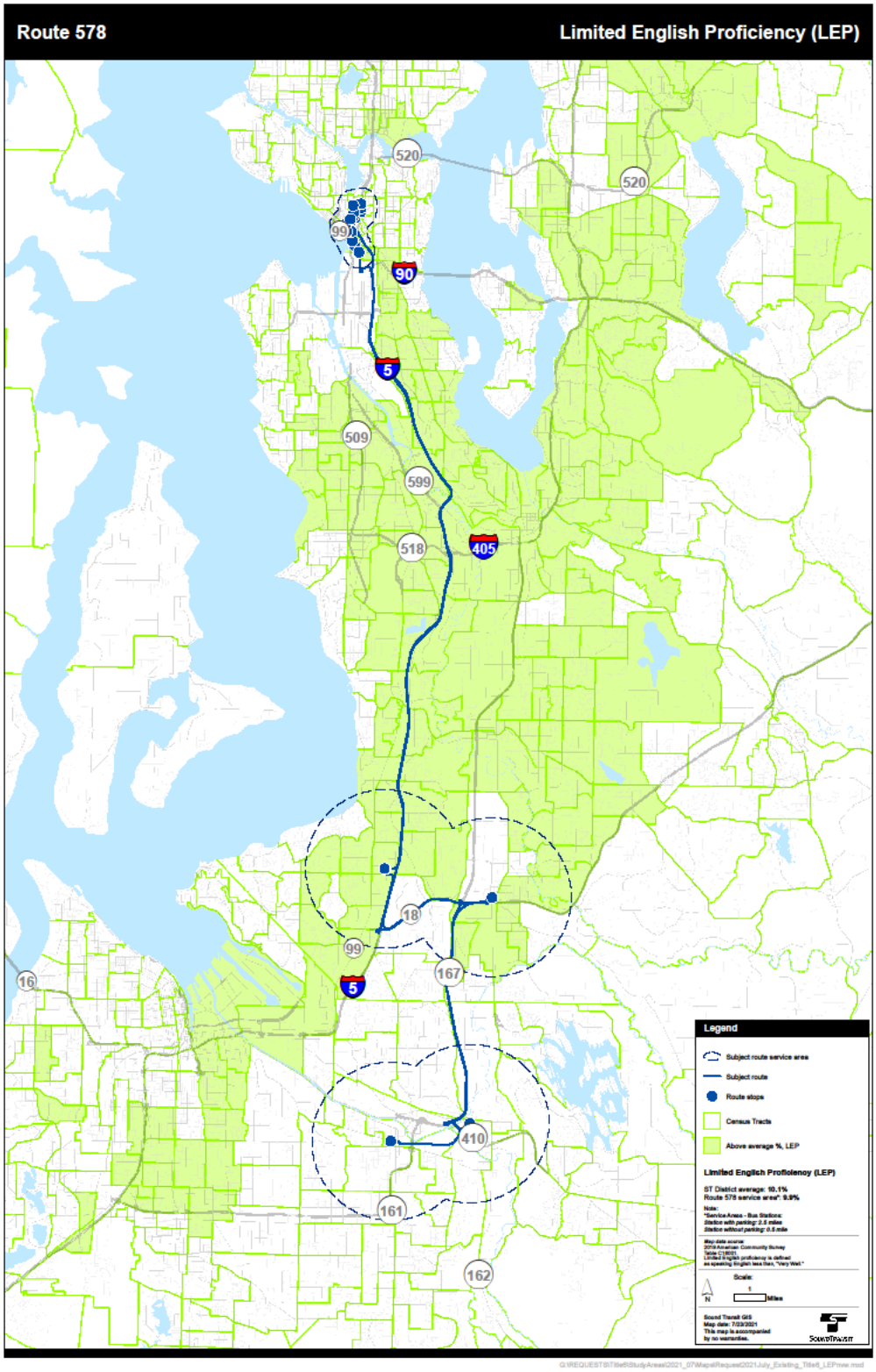

Route 535
Limited English Proficiency (LEP)
525
96
524
104
527
9
522
99
520
5
405
90
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
Scale:
Miles

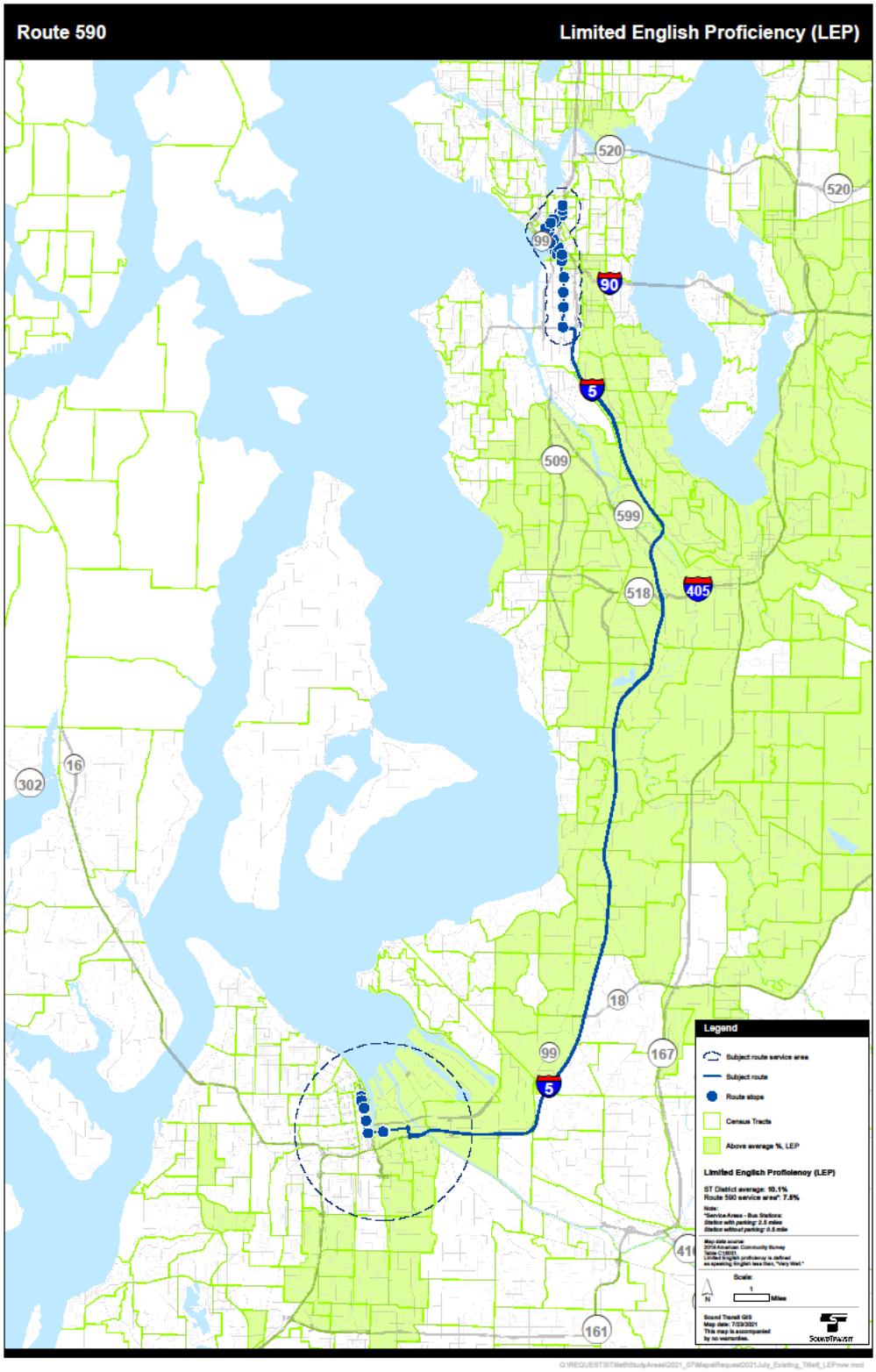
Route 550
Limited English Proficiency (LEP)
520
520
5
90
99
509
599
405
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 550 service area*: 10.7%
Scale:
Miles
Sound Transit GIS
Map date: 7/23/2021
This map is accompanied by no warranties.

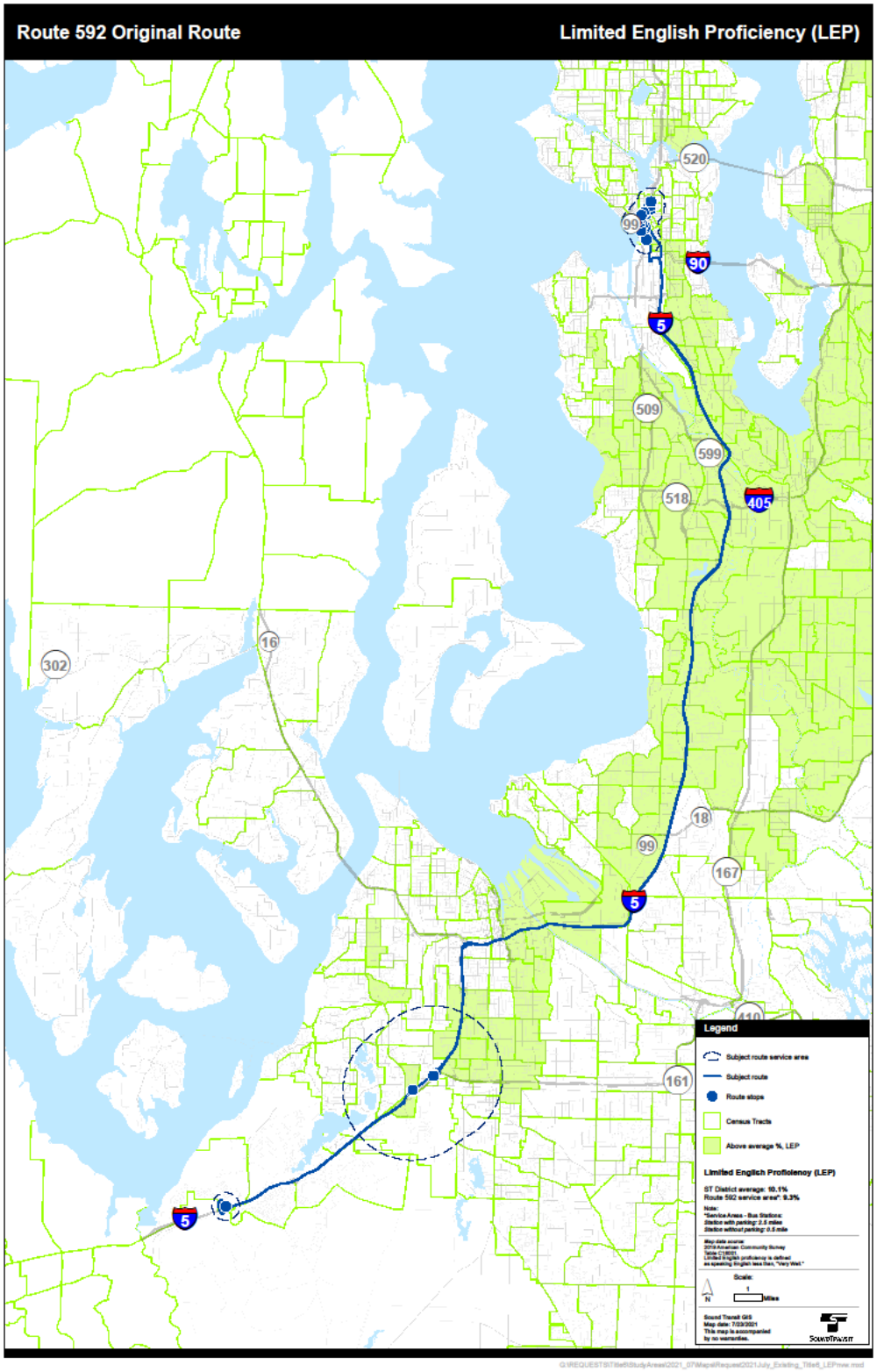

Route 560
Limited English Proficiency (LEP)
520
520
90
5
99
509
599
518
405
167
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 560 service area*: 17.5%
Note:
*Service Areas - Bus Stations:
Station with parking: 2.5 miles
Station without parking: 0.5 mile
Map data source:
2019 American Community Survey
Table C16001
Limited English proficiency is defined
as speaking English less than, "Very Well."
Scale:
1
Miles
N
Sound Transit GIS
Map date: 7/23/2021
This map is accompanied
by no warranties.
SOUNDTRANSIT

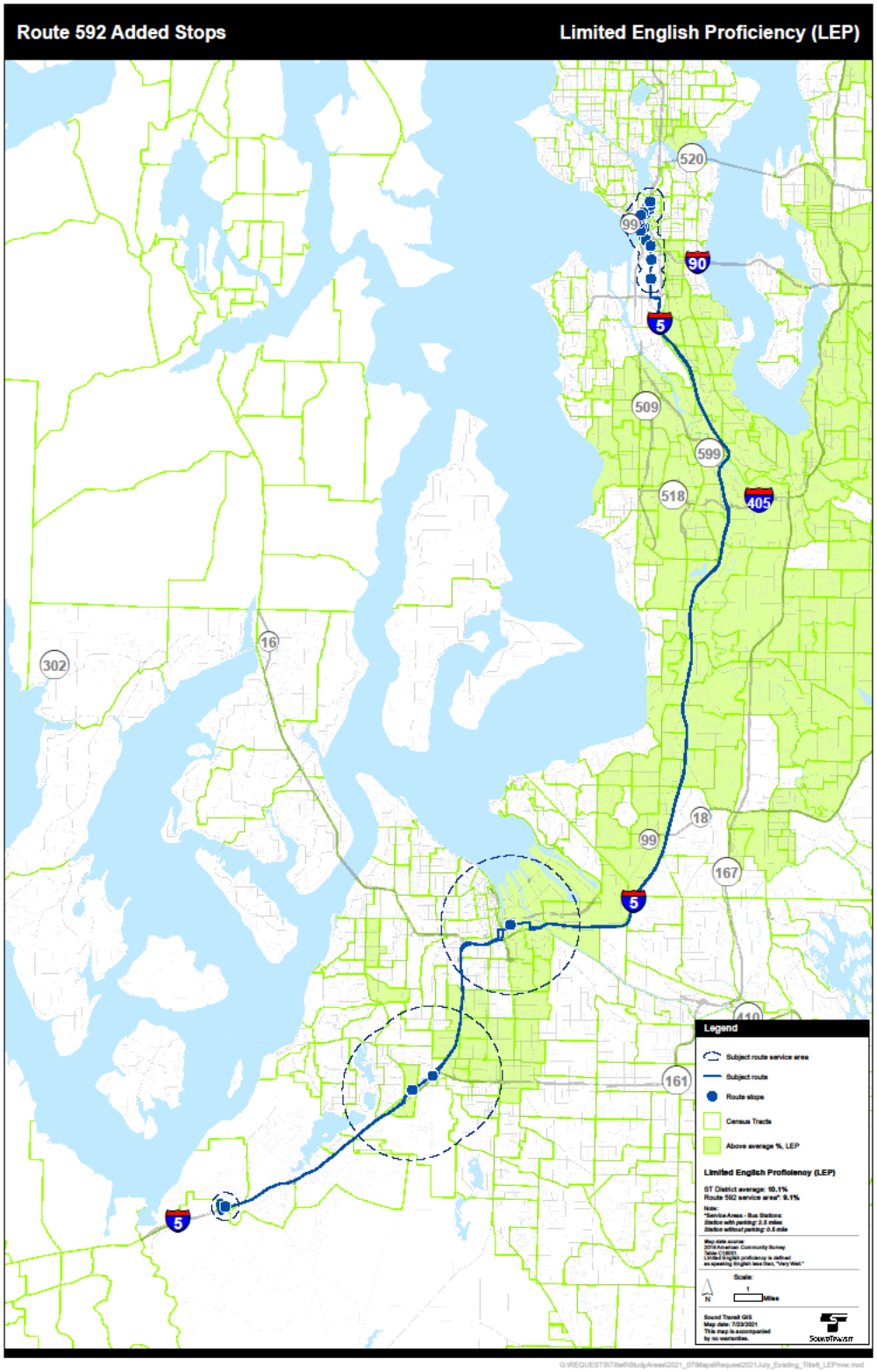

Route 574
Limited English Proficiency (LEP)
509
599
518
405
16
5
18
99
167
410
161
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
Scale:
Miles

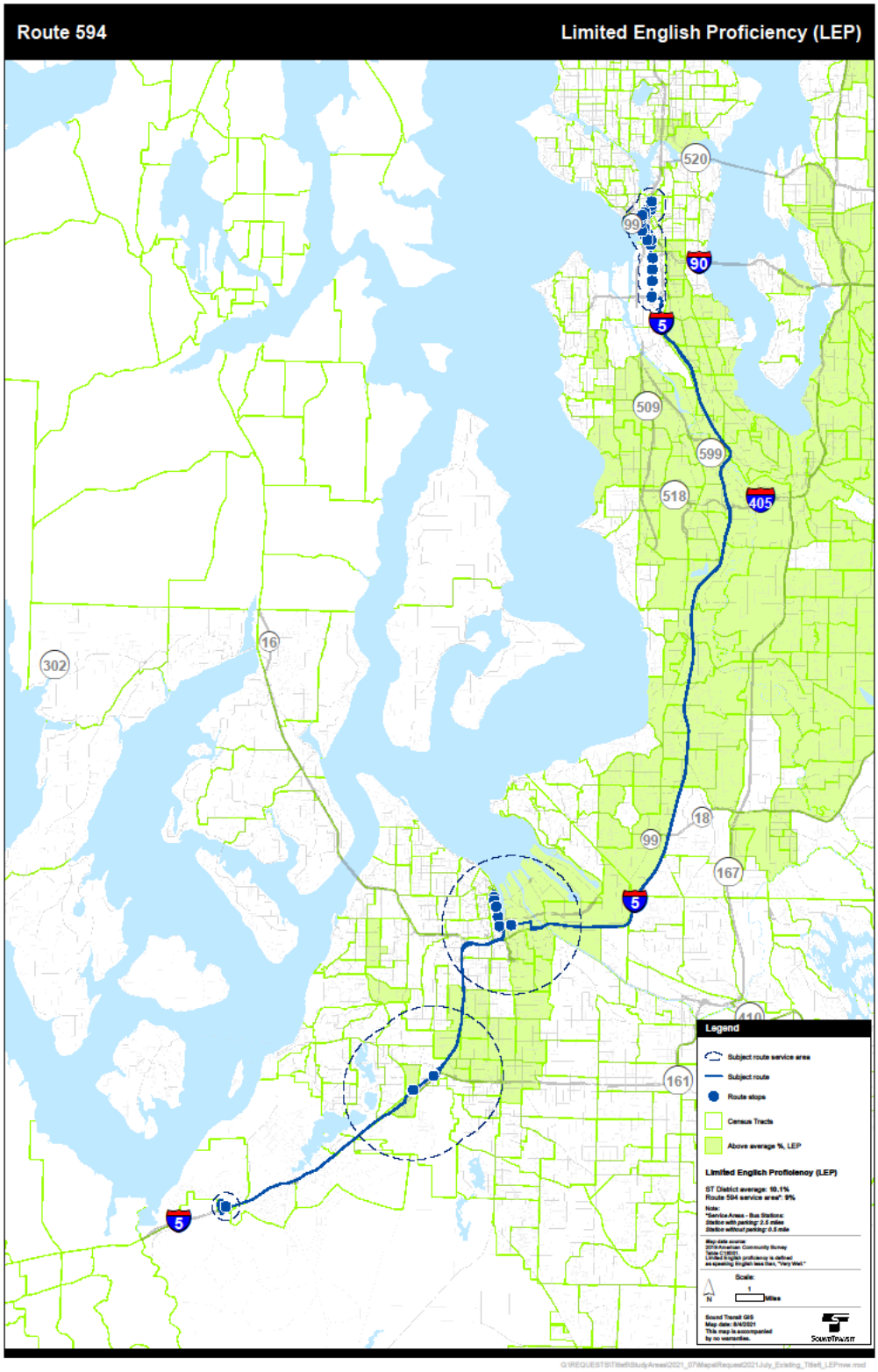

Route 577
Limited English Proficiency (LEP)
520
520
99
90
5
509
599
518
405
18
99
5
167
16
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 577 service area*: 11.7%
Scale:
Sound Transit GIS
SOUNDTRANSIT

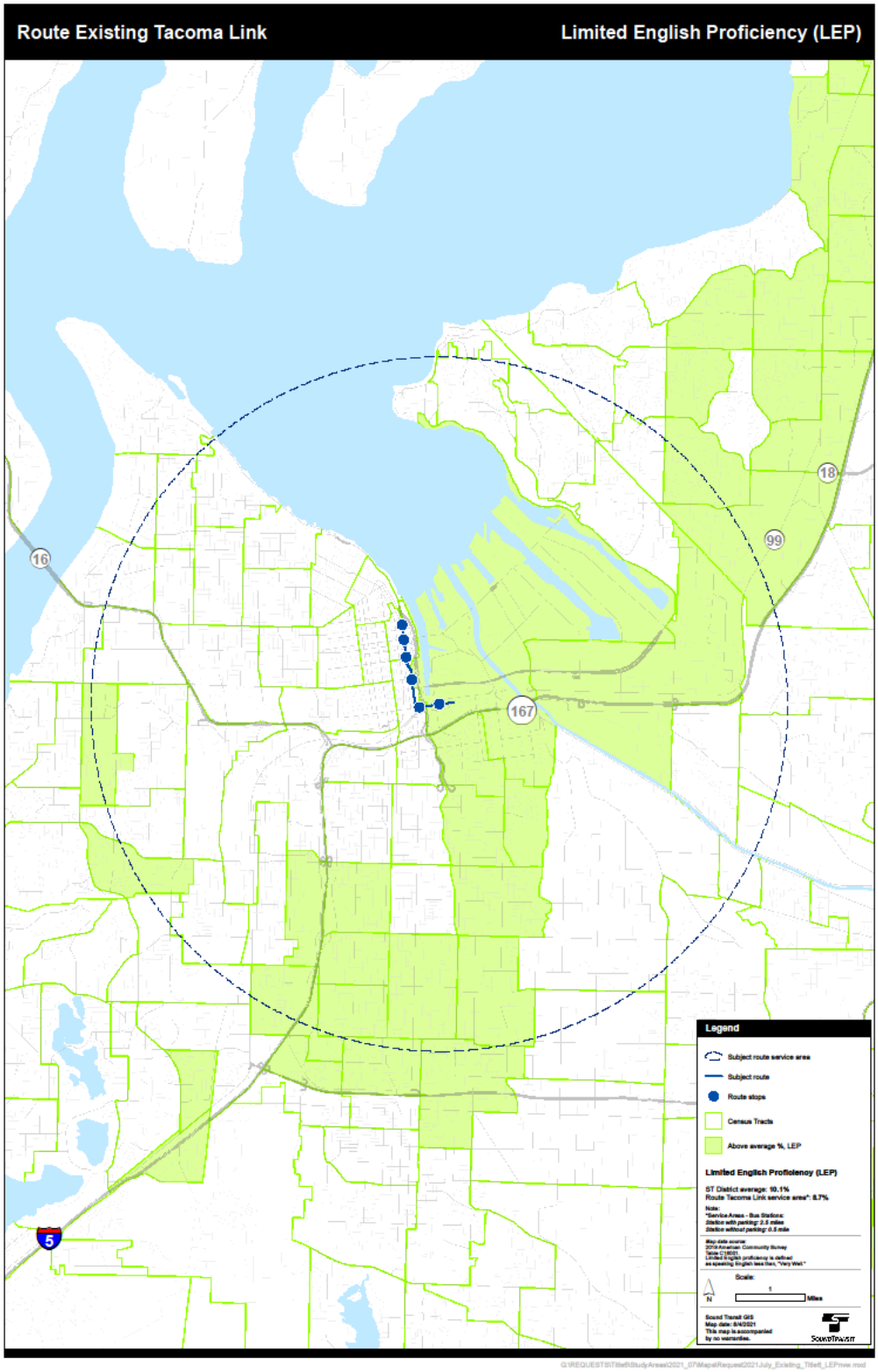

Route 578
Limited English Proficiency (LEP)
520
520
99
90
5
509
599
518
405
18
99
5
167
16
410
161
162
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 578 service area*: 9.9%
Scale:
Miles
Sound Transit GIS
SOUNDTRANSIT

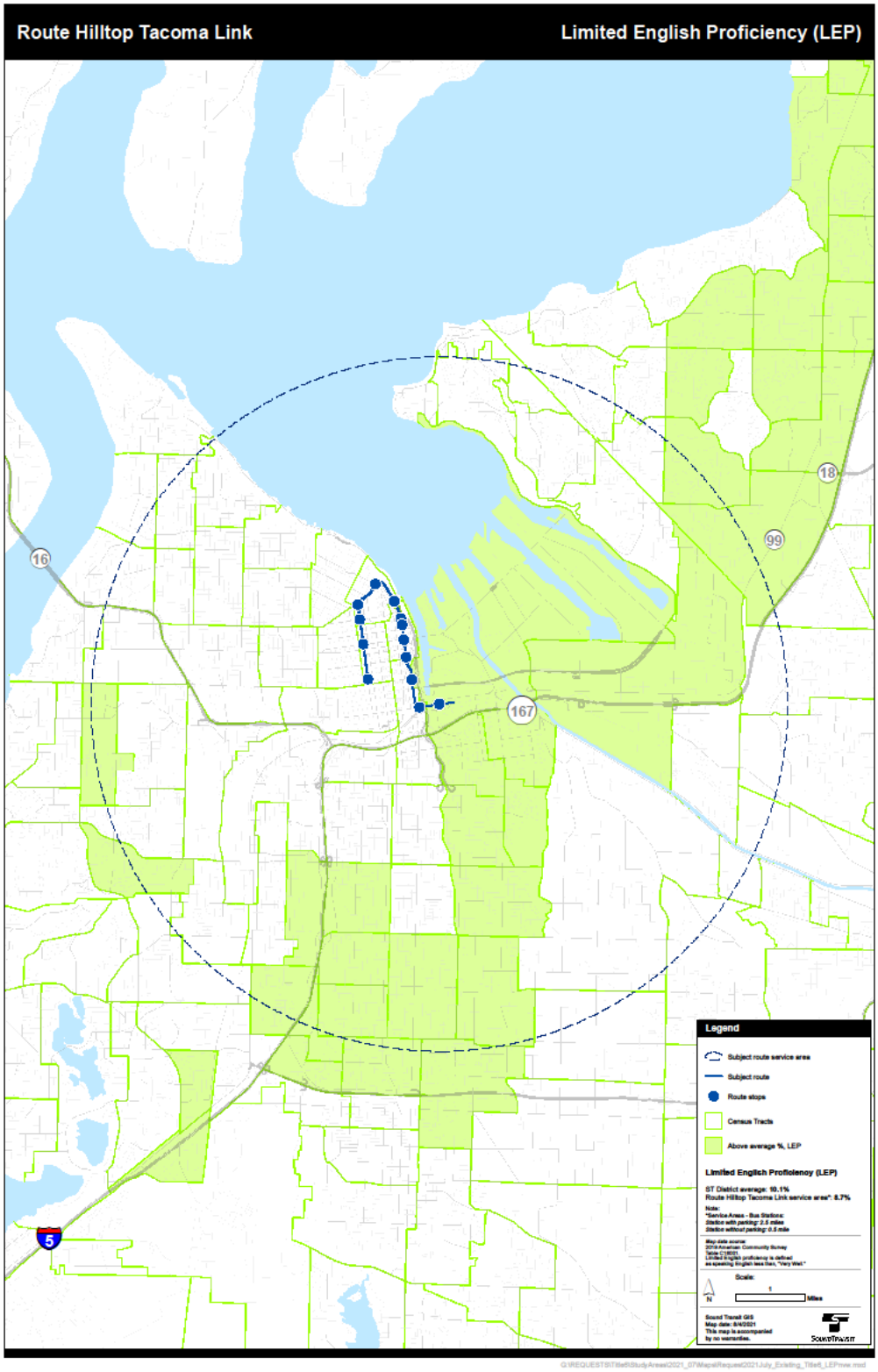

Route 590
Limited English Proficiency (LEP)
520
520
99
90
5
509
599
518
405
302
16
18
99
167
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 590 service area*: 7.8%
Scale:
Miles
161

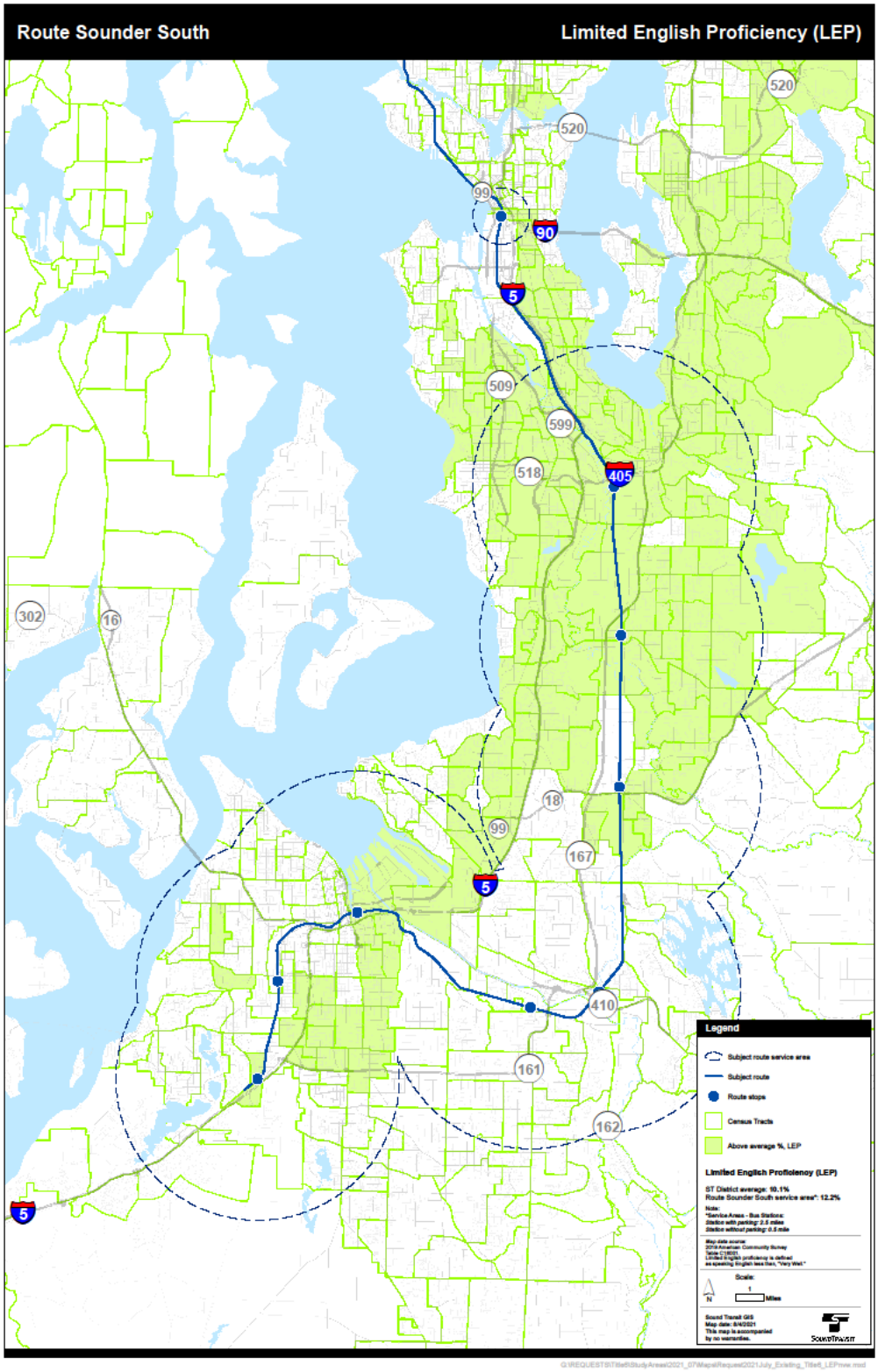

Route 592 Original Route
Limited English Proficiency (LEP)
520
90
5
509
599
518
405
16
302
18
99
167
410
161
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 592 service area*: 9.3%
Scale:
Miles
Sound Transit GIS
SOUNDTRANSIT


Route 592 Added Stops
Limited English Proficiency (LEP)
520
99
90
5
509
599
518
405
302
16
18
99
167
5
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 592 service area*: 9.1%
Scale:
Miles


Route 594
Limited English Proficiency (LEP)
520
99
90
5
509
599
518
405
16
302
18
99
167
5
410
161
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route 594 service area*: 9%
Note:
*Service Area - Bus Stations:
Station with parking: 2.5 miles
Station without parking: 0.5 mile
Map data source:
2019 American Community Survey
Table C16001
Limited English proficiency is defined
as speaking English less than, "Very Well."
Scale:
1
N
Miles
Sound Transit GIS
Map date: 8/4/2021
This map is accompanied
by no warranties.
SOUNDTRANSIT


Route Existing Tacoma Link
Limited English Proficiency (LEP)
16
18
99
167
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route Tacoma Link service area*: 8.7%
Scale:
Miles
SOUNDTRANSIT


Route Hilltop Tacoma Link
Limited English Proficiency (LEP)
16
18
99
167
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route Hilltop Tacoma Link service area*: 8.7%
Scale:
Miles


Route Sounder South
Limited English Proficiency (LEP)
520
520
99
90
5
509
599
518
405
302
16
18
99
167
5
410
161
162
5
Legend
Subject route service area
Subject route
Route stops
Census Tracts
Above average %, LEP
Limited English Proficiency (LEP)
ST District average: 10.1%
Route Sounder South service area*: 12.2%
Scale:
Miles

2022 Service Plan Comment Report

Background

Sound Transit evaluates service performance annually and propose changes to improve performance respond to ridership trends and use taxpayer resources efficiently.

This report provides a summary of the feedback that has been gathered from the public regarding the 2022 Service Plan Proposal. This feedback was collected through an online survey and virtual open house during the month of August 2021.

The survey received a total of 1,243 responses (which included 115 partially completed surveys). The survey was offered in six (6) languages, Vietnamese, Somali, Spanish, Russian, Simplified Chinese, and English. The survey included questions about current and anticipated future transit use and the proposed service changes for 2022. The survey also included demographic questions that will inform a Title VI analysis.

Overview of 2022 Service Plan:

This past year has been challenging on several levels. Transit agencies across the region, including Sound Transit, had to reduce service during the pandemic. Sound Transit is considering changes to several ST Express routes and Sounder South service as ridership rebounds in response to the reopening efforts across the region. We're responding to the increase with a focus on equity and are proposing increases to service where people need it most, specifically in South King and Pierce County, where ridership remained more resilient compared to other parts of the region.

In addition, 2022 will mark the Hilltop Tacoma Link Extension opening. This extension will provide new local connections from Tacoma Dome Station to major medical institutions in the Hilltop neighborhood.

The complete 2022 Service Plan proposal can be found here. The approved annual service plan for 2021 can be found here. Some of the other proposal highlights are:

- Increased frequency on routes 535, 550, 560, 577, 578, 590 during the midday, evening, and weekends.
- Extended hours/ increased trips on routes: 574 and S Line (Sounder South)
- Additional stops added to routes: 592
- Open the T Line extension to the Hilltop neighborhood with an increase in frequency.

General Key take-aways

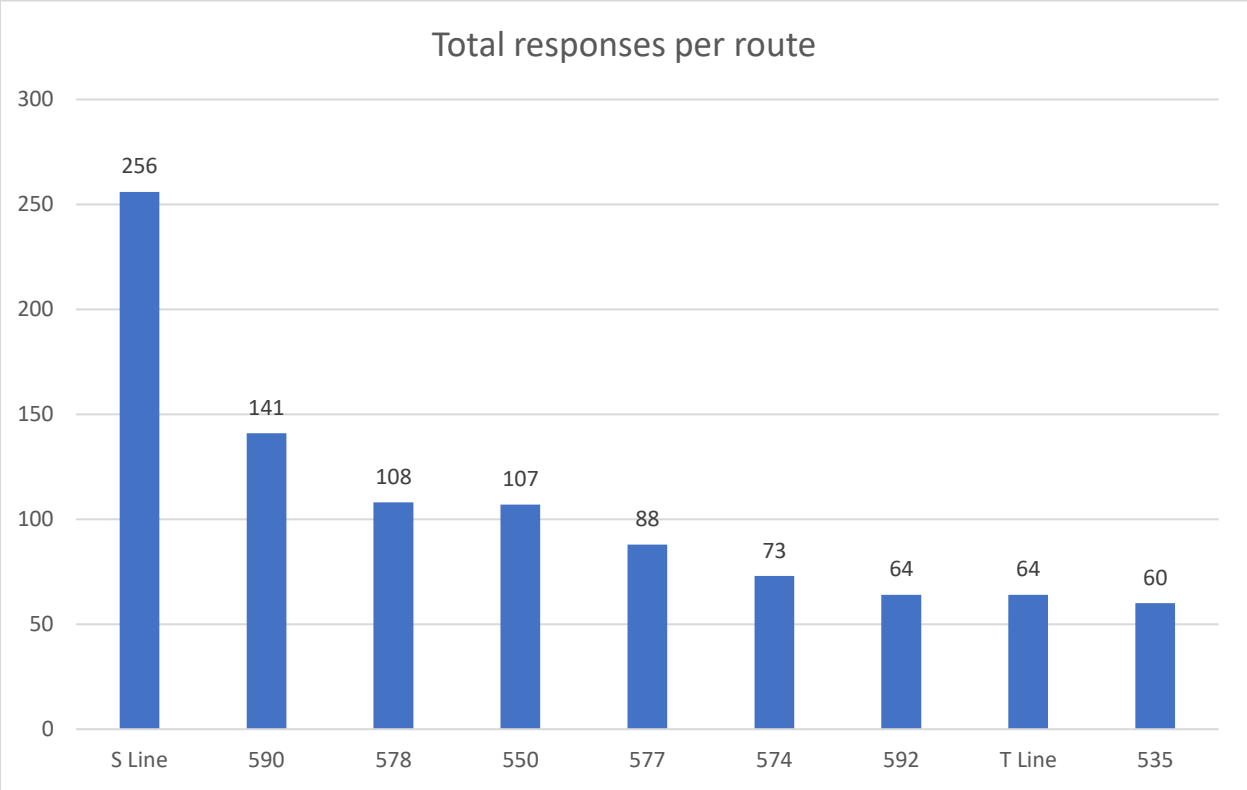
While ridership has decreased since the start of the pandemic, we are still seeing a significant number of respondents rely on public transportations, with over 50% of responses from people who take public transportation at least once a week.

The pandemic has resulted in a significant shift in the way that we work. Apart from essential jobs, many workplaces are shifting expectations to accommodate for flexible working hours and shifting away from the traditional 9-5 workday. While morning and evening commutes continue to see the highest ridership

numbers, the demand for more midday services to accommodate riders with non-traditional schedule needs is increasing.

Specific route notes

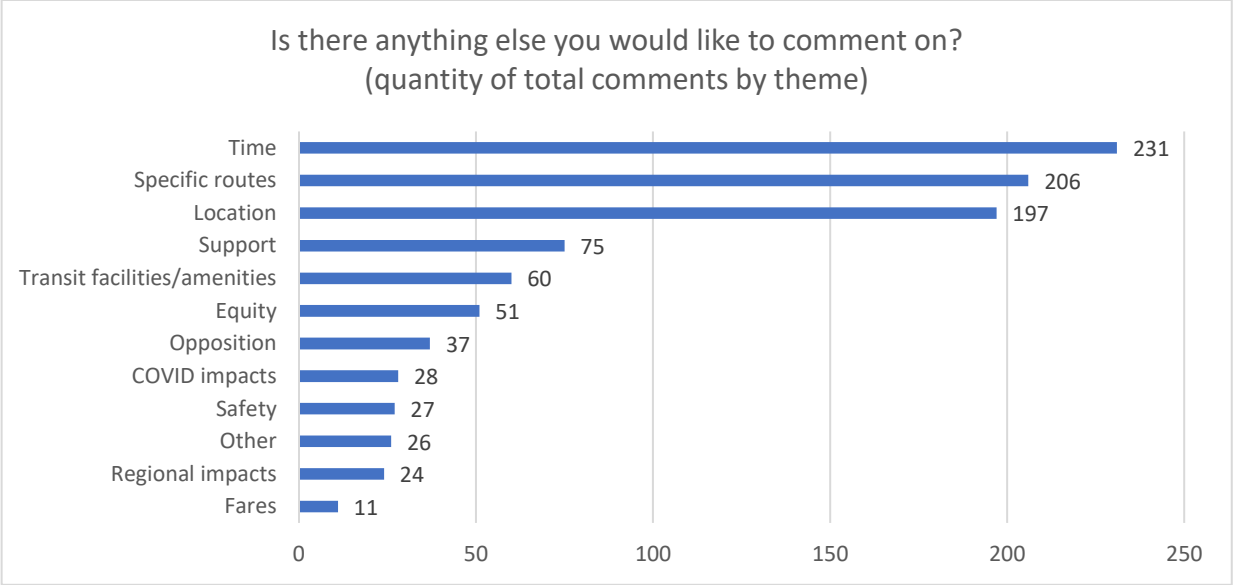
The routes that receive the highest levels of engagement were the S Line (Sounder South) with 256 responses, Route 590 - Tacoma-Seattle with 141 responses, 578 - Puyallup-Seattle with 108, and 550 – Bellevue-Seattle with 107 responses.[1]



Key takeaways from open ended comments

Recognizing that this survey was seeking feedback primarily on the routes that are slated for improvements in 2022, respondents were also given the opportunity to share additional thoughts or concerns through an open-ended comment box. Of the 1,128 completed surveys, 467 respondents shared their thoughts.

[1] This data reflects the number of responses completed for each route.



Some of the theme categories use broad definitions. A detailed table outlining these definitions can be found in Appendix A

The top three themes are defined below and the key takeaways are included within each theme.

Time: includes comments about service at various times of the day, days of the week, weekend service, special event service, frequency, on time service, timing of connections, reliability, service delays, cancellations

- General opposition to adding stops on Express Routes at the risk of increasing travel times
- Demand for increased weekend services
- Calls for more accurate schedules to reduce wait time and improve reliability for transfers.

Location: includes comments about connections between neighborhoods or to specific locations, cities, destinations etc. Includes access to housing, connectivity to other transit agencies, jobs, medical services, universities, airports, etc.

- Demand for increased service to and from areas including Sammamish, Kent, Issaquah, Redmond, and Olympia
- Demand for more service to popular sporting events and entertainment venues

Specific Route: Comments mentioning a specific route by route number or route name or comments that called for a new route from a specific origin and destination point.

- Opposition to adding Tacoma Dome stop to Route 592
- Reducing the number of stops on Route 594 to speed up service.
- Improved coordination of transit schedule to reduce wait time for transfers between specific routes

Some additional key themes that were mentioned in the comments frequently were focused on safety and a desire for improved transit facilities and amenities.

- Concerns about demand while Covid continues to spread
- Demand for more parking at Sound Transit park-and-ride locations
- Suggestions to add restrooms to longer commuter routes
- Concerns about bus stop safety (drug use, lack of lighting, and shelters)

Results by survey question

Which Sound Transit routes do you currently use, or intend to use in the future as we recover from the pandemic?

The routes that respondents intend to use are listed below and ranked highest to lowest by quantity of responses.

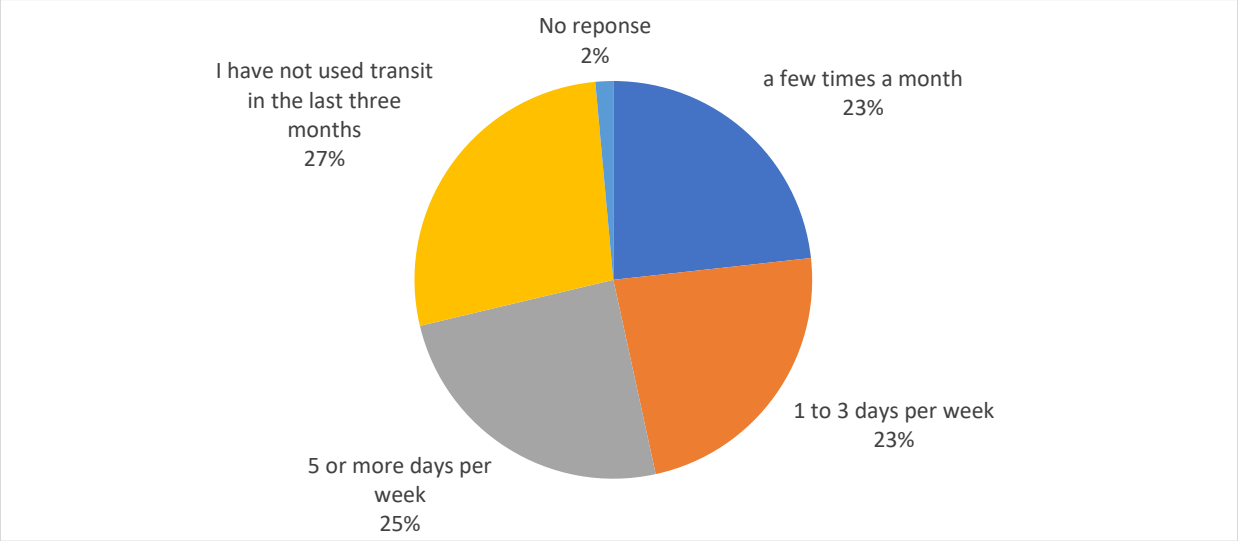
Route use ranked by quantity of responses (n=1,239)					
Sounder S Line (Sounder South)	354	554 Issaquah-Seattle	91	586 Tacoma/Federal Way-Univ. District	37
1 Line (Link)	214	545 Redmond-Seattle	84	566 Auburn/Kent-Overlake	34
594 Lakewood/Tacoma-Seattle	178	T Line (Tacoma Link)	83	Other - Write In[23]	25
590 Tacoma-Seattle	176	560 West Seattle-SeaTac-Renton-Bellevue	73	532 Everett-Bellevue	30
550 Bellevue-Seattle	160	535 Lynnwood-Bellevue	67	567 Kent-Bellevue-Overlake (Currently suspended)	23
578 Puyallup/Federal Way-Seattle	151	592 DuPont/Lakewood-Seattle	64	595 Gig Harbor-Seattle	22
512 Everett-Seattle	133	511 Ash Way-Seattle	53	596 Bonney Lake-Sumner	18
Sounder N Line (Sounder North)	104	I do not currently take Sound Transit service	48	541 Overlake-Univ. District (Currently suspended)	17
577 Federal Way-Seattle	104	510 Everett-Seattle	46	555 Bellevue-Northgate (Currently suspended)	14
574 Lakewood-SeaTac	103	542 Redmond-Univ. District	44	544 Overlake/S. Kirkland-SLU (Currently suspended)	11
522 Woodinville-Seattle	93				

[2] Write in responses included the following routes: 8, 10, 40, 60, 113, 114, 160, 168, 150, 202, 201, 255, 372, 416, 417, 425 CT, 109 CT, 280 CT, B Line, C Line, E Line, Bellevue to SeaTac, 79, A link from the train station to the park and ride in Puyallup, and the water taxi.

[3] Some responses also used this the write in option to request routes or increased service in the following locations: TCC to DaVita Federal Way, Kent to Seattle express, more options between Issaquah Highlands and Redmond Transit Center, service to Olympia and from Olympia to SeaTac, service to Portland.

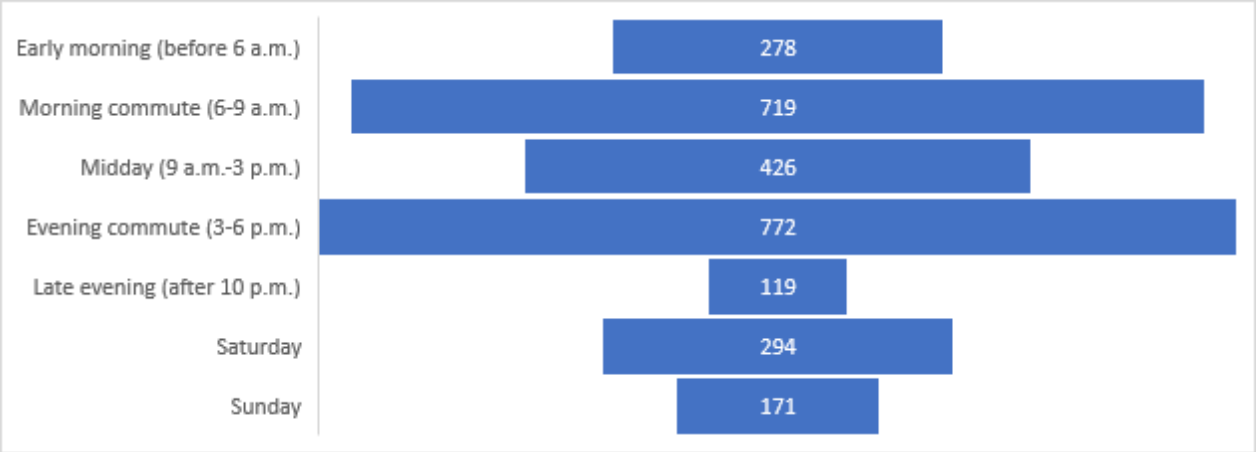
In the last three months, how often have you used public transit (including bus, light rail, Access paratransit, Sounder, water taxi, or streetcar)?

Of the 1,225 people who responded to this question, 339 (27%) have not used transit in the last three months. While many of the respondents are not riding frequently, nearly every respondent selected a route that they do ride and only 48 of 1,239 selected that they do not currently or plan to use Sound Transit services. This suggests that riders are considering returning to transit in the future. It is also worth noting that there were several open-ended comment responses or write in responses throughout the survey results that suggested that safety and concerns about Covid are still a key factor in this decision.



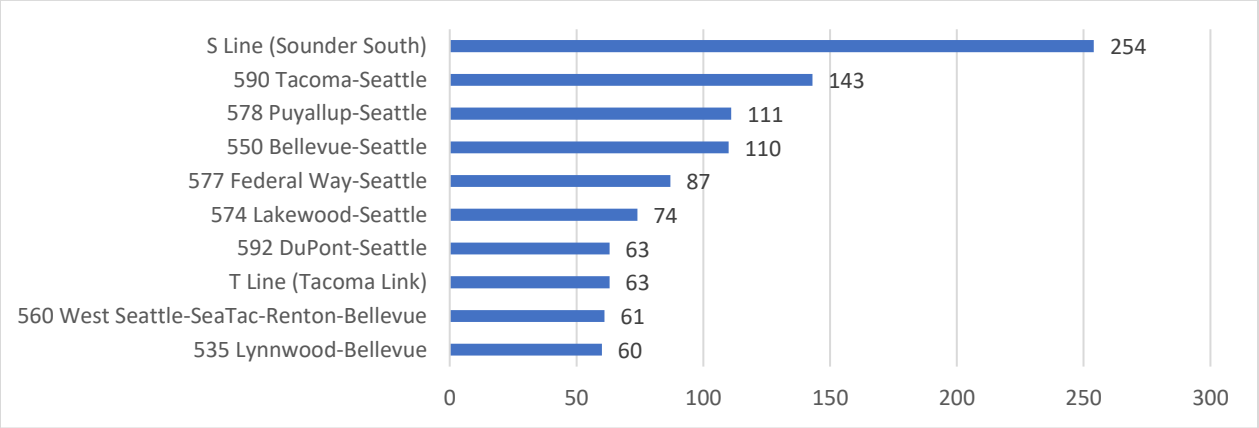
For the routes selected above, what times of day are most important to you for bus and/or train service? (Please check up to the top three that apply)

While the peak AM and PM commute timeframes remain the most important times of day for most transit use, there was significant interest in early morning, midday, and weekend service. This is likely a reflection of the shifts that are happening across the workforce to accommodate the demand for more flexible work schedules and continued remote work in response to Covid safety measures.



Which Sound Transit routes would you like to comment on? (Please check all that apply)

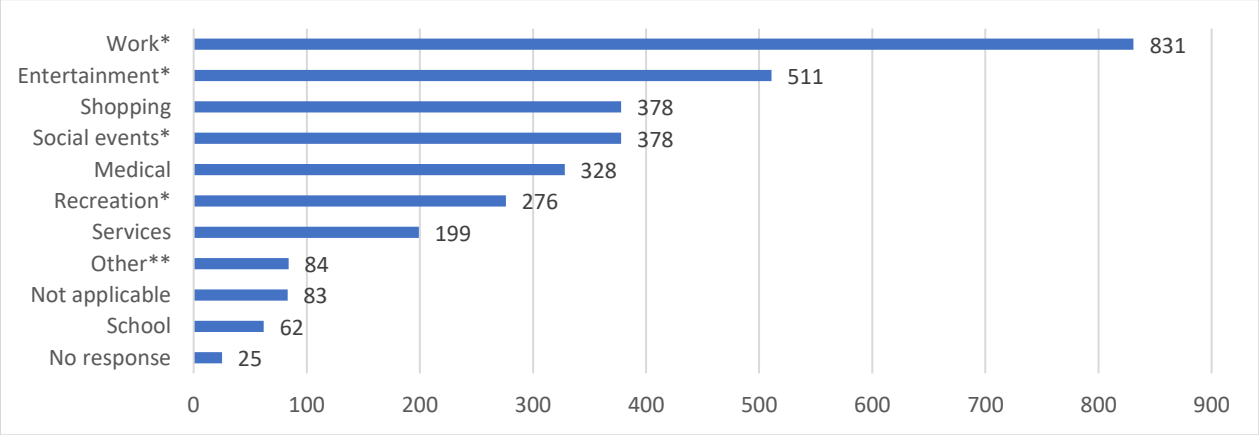
Engagement on the routes included in this proposal was closely aligned with the routes that respondents are currently using or intend to use in the future. The top five routes that received the most comments were among the top 10 routes for reported use in the first question.



What types of places do you currently ride transit to? (Please check all that apply)

Commuting to work continues to be the primary destination for most current transit riders with 831 responses followed by entertainment at 511 responses. It is worth noting in the following question that entertainment is the primary destination that respondents would like to take transit to.

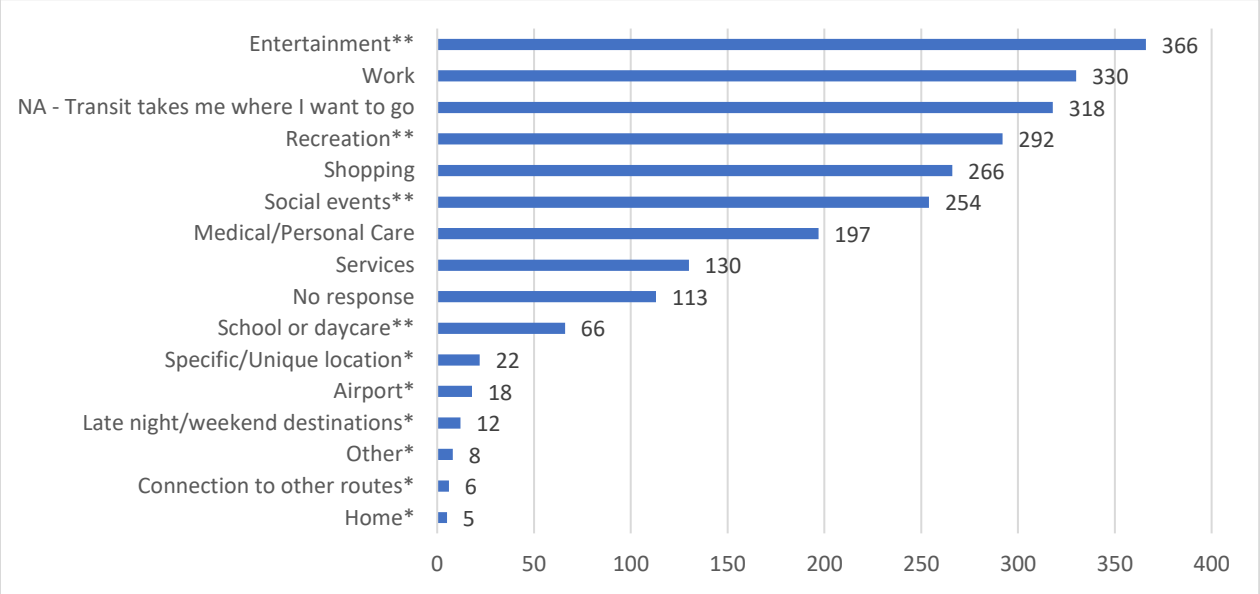
Several participants wrote in that they are not currently using transit but have in the past or would in the future. Their reasons included: transfers currently make transit to slow (1), Stopped using transit in response to COVID (4), currently living out of town (1), will need transit in the future (1).



** These categories write in responses that were similar to the provided response options.*
*** "Other" includes the write-in responses that could not be combined with the provided response options. These answers included: Airport (40), Arts/Culture (3), Mechanic (3), Home (3), Construction (1), Rely on public transportation for all/most trips (4), Job and apartment search (1) Jury duty (2), Connection to other routes (1), Volunteering (1)*

What types of places would you like to take transit to, but are not currently able to easily? (Please check all that apply)

Entertainment is the primary desired destination that respondents would like to take transit to but currently cannot. Several comments and write in responses articulated a lack of late night/evening options and the need for improved transfer options, specifically to address safety concerns of walking long distances or waiting for long periods of time in the evenings.

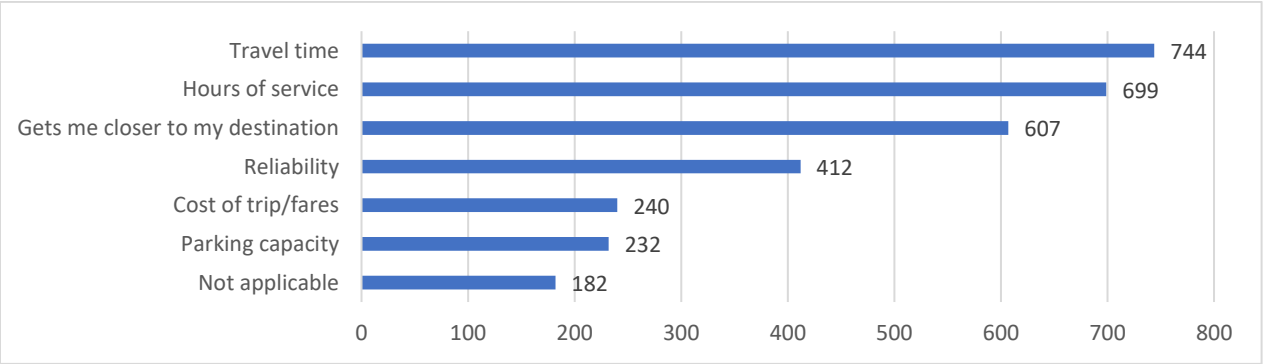


**These categories emerged from the write-in responses and were not included in the provided response options.*

***These categories include write in responses that were similar to the provided response options.*

When you are able to choose between taking a bus and taking Sounder train to get to your final destination, what factors do you weigh in deciding between bus service and train service?

Time and distance are the primary factors for respondents when deciding between taking the bus and taking the train. This theme was reiterated in the open-ended comment section where many commenters mentioned frequency, transfers, wait times, trip length, hours of service and the distance to and from the nearest bus stop.


Travel time 744
Hours of service 699
Gets me closer to my destination 607
Reliability 412
Cost of trip/fares 240
Parking capacity 232
Not applicable 182
0 100 200 300 400 500 600 700 800

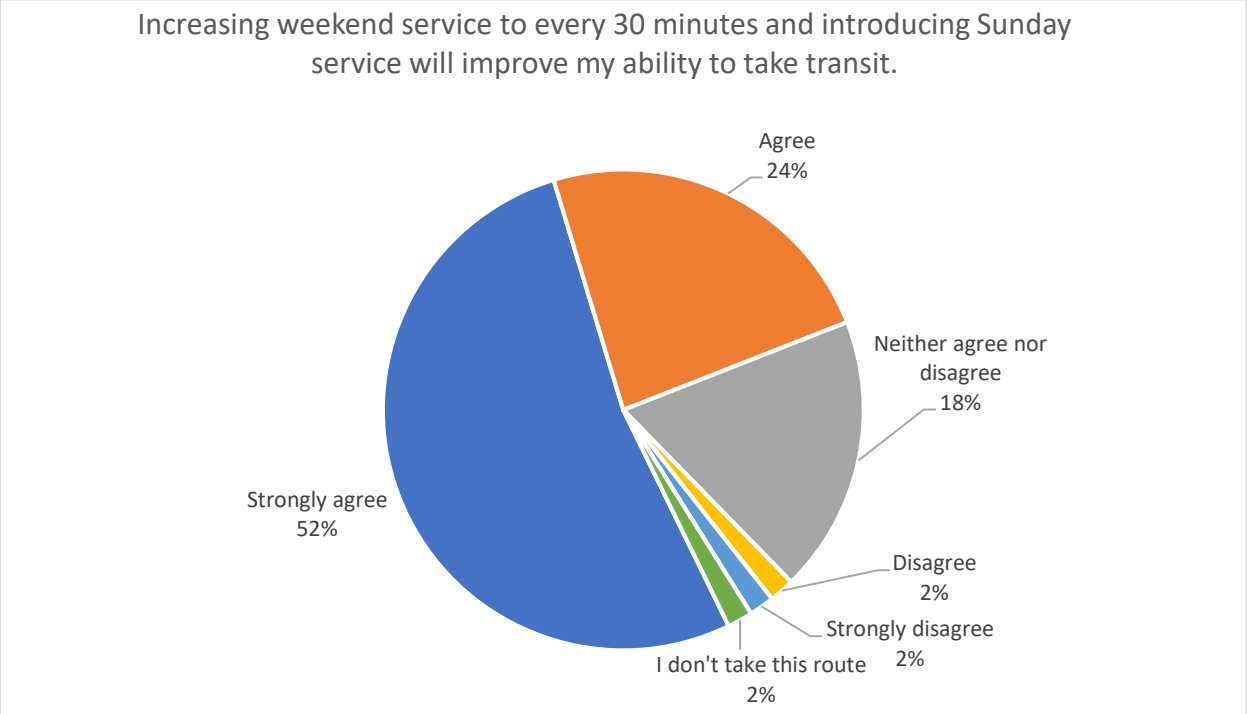
Responses to the proposal by route

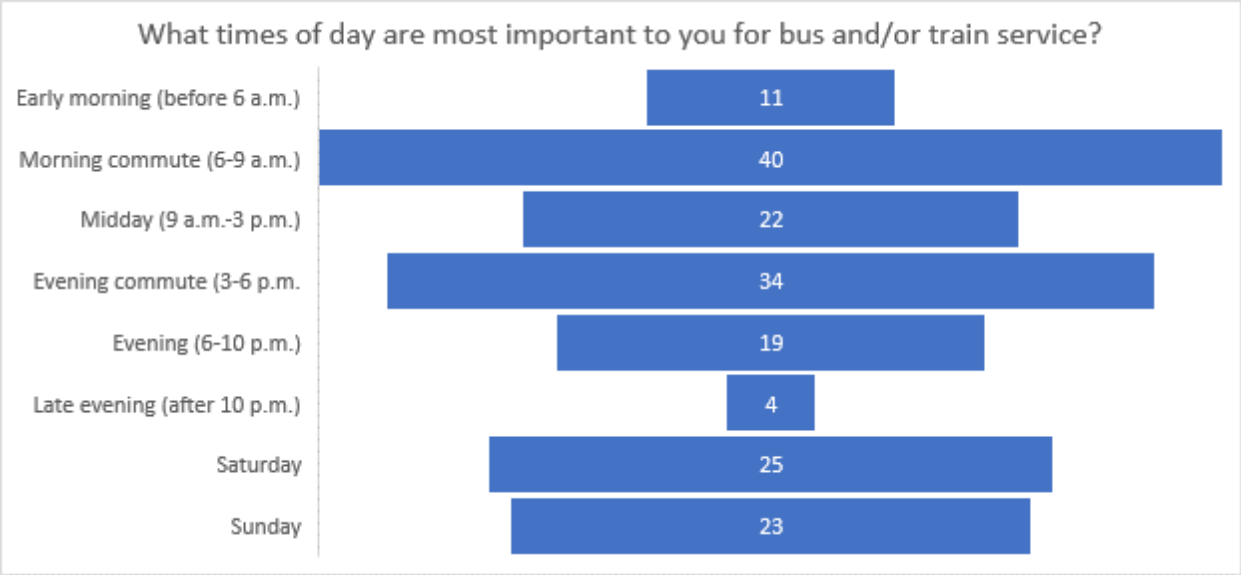
The following section provides a summary of the responses to the proposal for each specific route along with a demographic profile of the respondents who chose to respond to each route. Survey participants were given the opportunity to respond to each route included in the proposal by selecting the routes that they wanted to respond to early in the survey which accounts for the variety in the number of responses for each question.

A note about the data in this section: Survey participants were given the option to comment on as many or as few routes in the proposal as they chose. Additionally, there are several questions that allowed participants to select multiple answers or to skip the question all together. As a result, there are several instances where the percentage of responses per option within a question will not total 100%.

Route 535 Lynnwood to Bellevue - Survey results

The proposal to increase weekend service on Route 535 – Lynwood to Bellevue received 60 responses. Of those ~ 76% agreed that the proposed changes would improve their ability to take transit (52% strongly agreed and 24% agreed). Eighteen percent of responses were neutral about the proposal and 2% reported that they did not take this route. Only 4% of responses disagreed with the proposal. Most respondents indicated that the peak commute hours in the morning (40 respondents) and the evening (34 respondents) were the most important times of day for taking transit. There were also several respondents who indicated that Saturday (25 respondents) and Sunday (23 respondents) service was also very important to them.


Increasing weekend service to every 30 minutes and introducing Sunday service will improve my ability to take transit.
Agree 24%
Neither agree nor disagree 18%
Disagree 2%
Strongly disagree 2%
I don't take this route 2%
Strongly agree 52%



Route 535 - Demographics

Of the 60 respondents that chose to respond to the proposal for route 535, most of them were white, non-Hispanic, male, between the ages of 25 and 64, and/or employed full-time. Many of these have access to a working personal vehicle and are not reliant on accessibility features. Of those who do report using accessibility features, the top three features that were used are large print signs, bus kneeling and lowering features, and automated stop announcements. They live in households with 4 or fewer cohabitants and make between $100,000 and $150,000 per year.

	# of respondents	% of total (n=60)
What is your age?		
Under 19	7	12%
19-24	5	8%
25-34	16	27%
35-49	18	30%
50-64	16	27%
65 or more	4	7%

	# of respondents	% of total (n=60)
What is your gender identity?		
Male	35	58%
Female	23	38%
I prefer not to say	2	3%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of respondents	% of total (n=60)
What best describes your work status? (Please check all that apply)		
Employed full-time	48	80%
Employed part-time	10	17%
Unemployed and seeking work	3	5%
Student (full-time)	4	7%
I prefer not to say	1	2%
Retired	1	2%
Unable to work	0	0%
Student (part-time)	1	2%
Other (please specify):	1	2%
Write in:	Self Employed (1)	

	# of respondents	% of total (n=60)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	7	12%
No	53	88%

	# of respondents	% of total (n=60)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	8	13%
White	46	77%
American Indian or Alaskan Native	3	5%
Black or African American	5	8%
Native Hawaiian or Other Pacific Islander	2	3%
Other (please specify):	4	7%
Write In:	Latino (2), Multi-racial (2)	

	# of respondents	% of total (n=60)
Do you have reliable access to a working motor vehicle at home?		
Yes	41	68%
No	18	30%

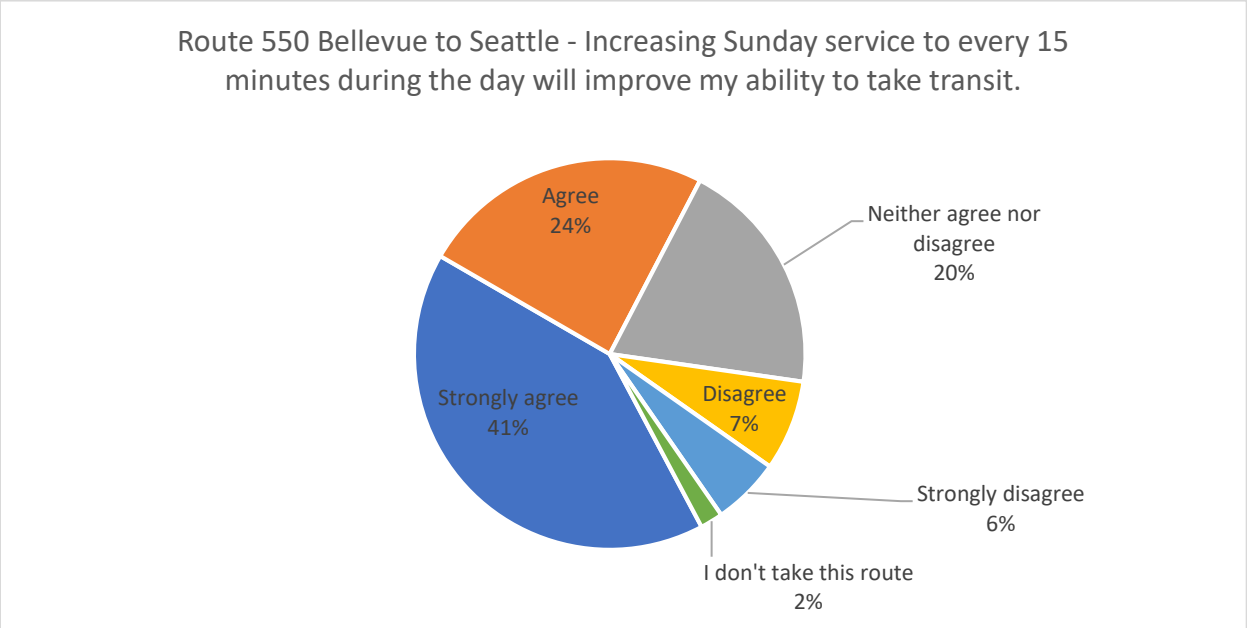
	# of respondents	% of total (n=60)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	6	10%
None	29	48%
Bus lowering/kneeling features	17	28%
Automated stop announcements	15	25%
Priority seating	4	7%
Lift/ramp	4	7%
I'd prefer not to say	1	2%
Other (please specify)	1	2%
Wheelchair securement	0	0%
Screener reader	4	7%
Assistance from the operator to board	3	5%
Other (please specify)	Bike racks	

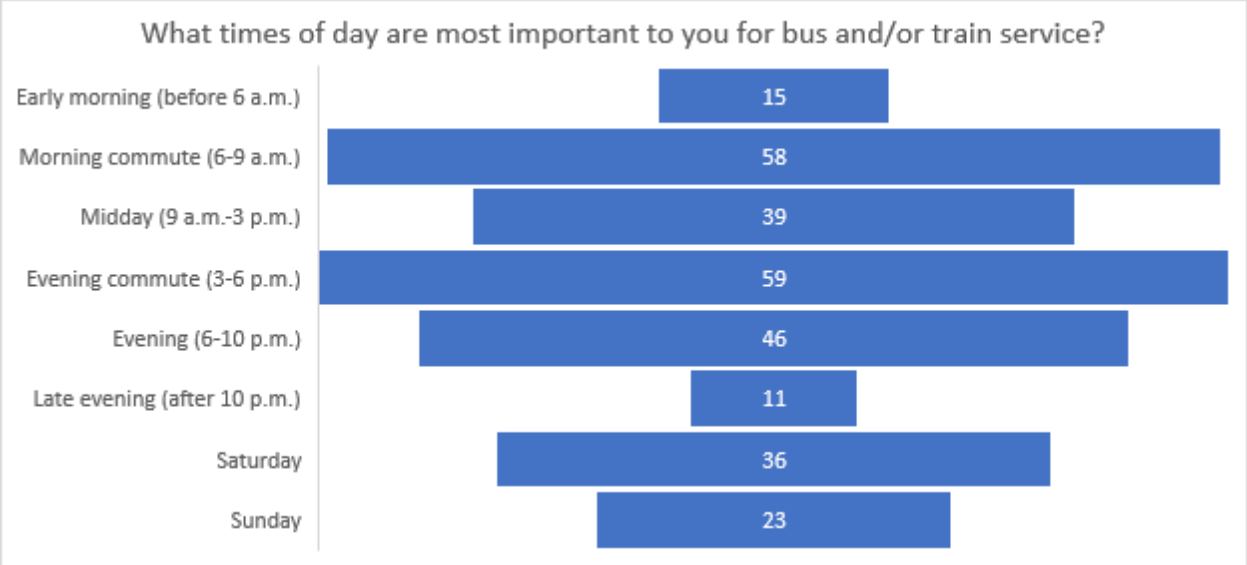
	# of respondents	% of total (n=60)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	16	27%
2	17	28%
3	11	18%
4	10	17%
5	3	5%
6 or more	3	5%

	# of responses	% or total (n=60)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	6	10%
$150,000 to $199,999	2	3%
$100,000 to $149,999	17	28%
$75,000 to $99,999	6	10%
$50,000 to $74,999	8	13%
$35,000 to $49,999	4	7%
$25,000 to $34,999	2	3%
$20,000 to $24,999	0	0%
$15,000 to $19,999	0	0%
$10,000 to $14,999	4	7%
Less than $10,000	0	0%
I prefer not to say	13	22%

Route 550 Bellevue to Seattle - Survey Results

The proposal to increase Sunday service frequency on Route 550 –Bellevue to Seattle received 107 responses. Of those ~ 65% agreed that the proposed changes would improve their ability to take transit (41% strongly agreed and 24% agreed). Twenty percent of responses were neutral about the proposal and 2% reported that they did not take this route. Thirteen percent of responses disagreed or strongly disagreed with the proposal. Most respondents indicated that the peak morning (58 respondents) and evening (59 respondents) commute times were most important to them for transit service, but there were also several respondents who indicated the importance of transit in the evening from 6-9pm (46 respondents).


Route 550 Bellevue to Seattle - Increasing Sunday service to every 15 minutes during the day will improve my ability to take transit.
Agree 24%
Neither agree nor disagree 20%
Disagree 7%
Strongly disagree 6%
I don't take this route 2%
Strongly agree 41%


What times of day are most important to you for bus and/or train service?
Early morning (before 6 a.m.) 15
Morning commute (6-9 a.m.) 58
Midday (9 a.m.-3 p.m.) 39
Evening commute (3-6 p.m.) 59
Evening (6-10 p.m.) 46
Late evening (after 10 p.m.) 11
Saturday 36
Sunday 23

Route 550 - Demographics

Of the 107 respondents that chose to respond to the proposal for route 550, most of them were white, non-Hispanic, between the ages of 25 and 64, employed full-time or retired. Most of them have access to a working vehicle at home and have not recently used any of the accessibility features. Of those who did report using accessibility features, the top three features used on this route are bus lowering and kneeling features, automated stop announcements, and priority seating. Most respondents live in households with 4 or fewer cohabitants and make over $100,000 per year.

	# of responses	% of total (n=107)
What is your age?		
< 19	0	0%
19-24	7	7%
25-34	24	22%
35-49	23	21%
50-64	28	26%
65 or more	18	17%

	# of responses	% of total (n=107)
What is your gender identity?		
Male	48	45%
Female	44	41%
I prefer not to say	5	5%
Non-binary	1	1%
I prefer to self-describe	0	0%

	# of responses	% of total (n=107)
What best describes your work status? (Please check all that apply)		
Employed full-time	67	63%
Employed part-time	12	11%
Unemployed and seeking work	5	5%
Student (full-time)	3	3%
I prefer not to say	1	1%
Retired	15	14%
Unable to work	1	1%
Student (part-time)	3	3%

	# of responses	% of total (n=107)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	7	7%
No	88	82%

	# of responses	% of total (n=107)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	25	23%
White	70	65%
Other (please specify):	4	4%
American Indian or Alaskan Native	2	2%
Black or African American	5	5%
Native Hawaiian or Other Pacific Islander	3	3%
Other (please specify):	Latino (1), Multi-racial (1), no response (2)	

	# of responses	% of total (n=107)
Do you have reliable access to a working motor vehicle at home?		
Yes	60	56%
No	34	32%

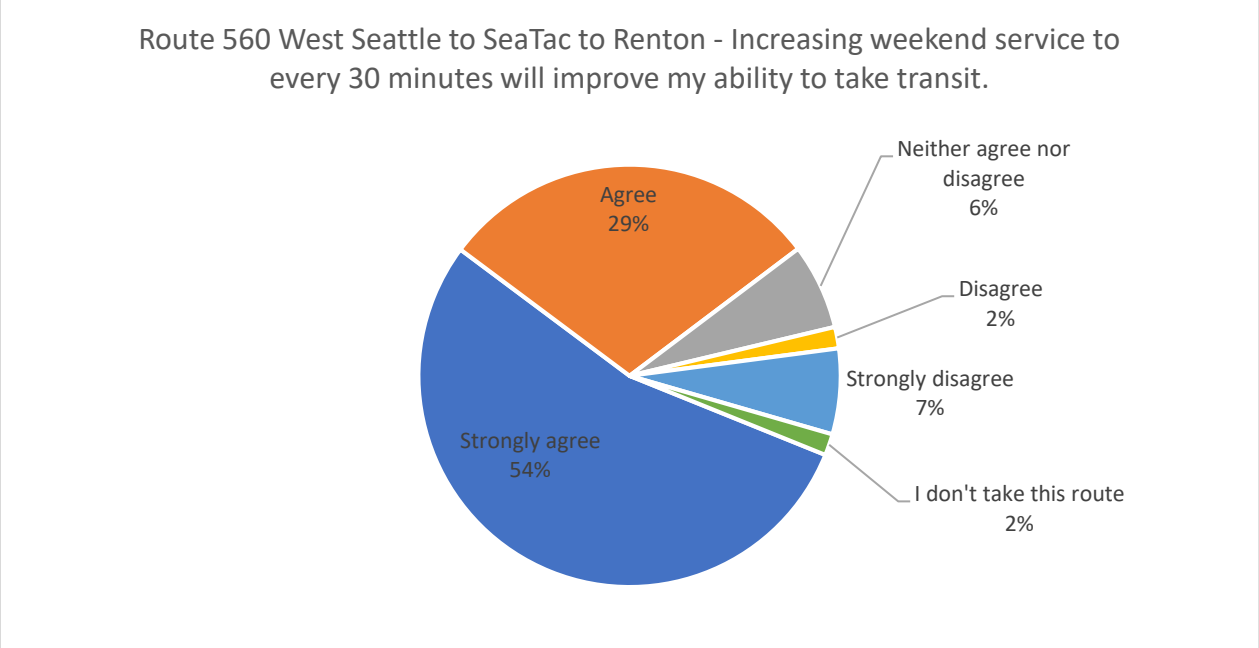
	# of responses	% of total (n=107)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	8	7%
None	44	41%
Bus lowering/kneeling feature	21	20%
Automated stop announcements	34	32%
Priority seating	17	16%
Lift/ramp	13	12%
I'd prefer not to say	0	0%
Other (please specify):	2	2%
Wheelchair securement	4	4%
Screener reader	7	7%
Assistance from the operator to board	5	5%
Other (please specify):	Auditory and visual announcements, hand rails, poles, and straps (1), Bike racks (2)	

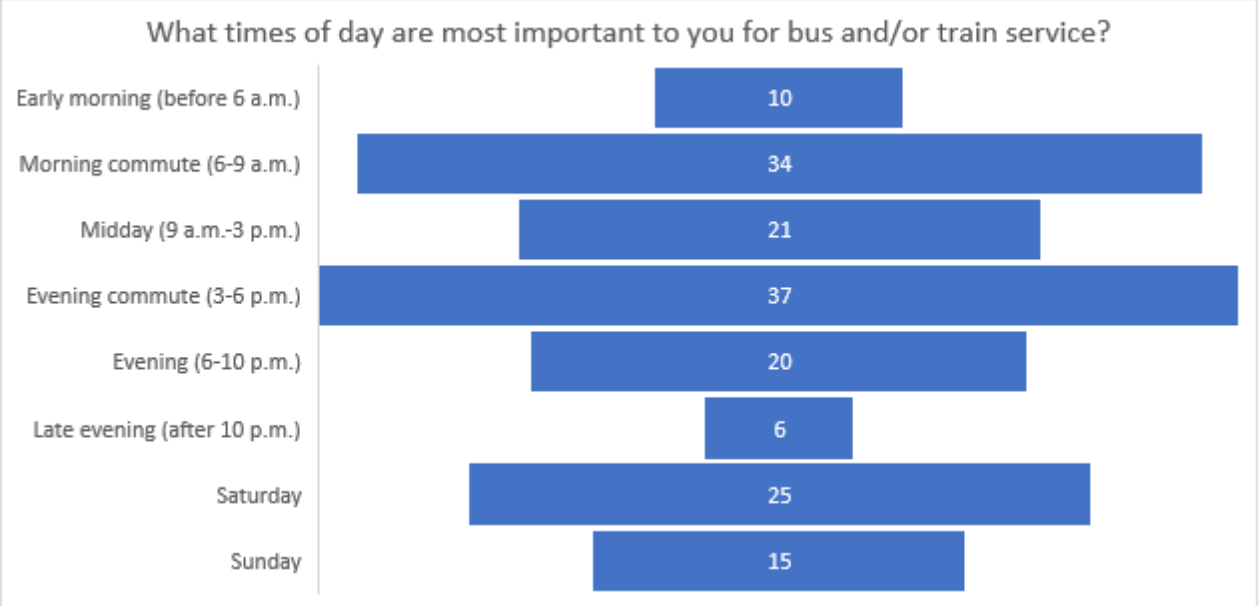
	# of responses	% of total (n=107)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	21	20%
2	46	43%
3	16	15%
4	10	9%
5	4	4%
6 or more	1	1%

	# of responses	% of total (n=107)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	16	15%
$150,000 to $199,999	13	12%
$100,000 to $149,999	15	14%
$75,000 to $99,999	7	7%
$50,000 to $74,999	12	11%
$35,000 to $49,999	4	4%
$25,000 to $34,999	4	4%
$20,000 to $24,999	1	1%
$15,000 to $19,999	1	1%
$10,000 to $14,999	1	1%
Less than $10,000	3	3%
I prefer not to say	22	21%

Route 560 West Seattle to SeaTac to Renton - Survey Results

Route 560 received 61 responses. There was strong agreement with the proposal to increase weekend service on route 560, with 83% of respondents who agreed with the proposal and only 9% who disagreed. 6% were neutral and 2% do not take this route. Most of the respondents for this route indicated that the peak morning (34 respondents) and evening (37 respondents) commute are the most important times of day for transit service. There was also large group who indicated that Saturday service (25 respondents) was also important.


Route 560 West Seattle to SeaTac to Renton - Increasing weekend service to every 30 minutes will improve my ability to take transit.
Agree 29%
Neither agree nor disagree 6%
Disagree 2%
Strongly disagree 7%
I don't take this route 2%
Strongly agree 54%


What times of day are most important to you for bus and/or train service?
Early morning (before 6 a.m.) 10
Morning commute (6-9 a.m.) 34
Midday (9 a.m.-3 p.m.) 21
Evening commute (3-6 p.m.) 37
Evening (6-10 p.m.) 20
Late evening (after 10 p.m.) 6
Saturday 25
Sunday 15

Route 560 Demographics

Of the 61 respondents that chose to respond to the proposal for route 560, most of them were male, white, non-Hispanic, over the ages of 25, and employed full-time. Most have reliable access to vehicles at home and are not routine users of accessibility features. Of those who did report using accessibility features the top three features they reported using are bus lowering and kneeling features, automated stop announcements, and priority seating. They live in households with 3 or fewer cohabitants and make between over $100,000 to $150,000 per year.

	# of responses	% of responses (n=61)
What is your age?		
< 19	2	3%
19-24	2	3%
25-34	17	28%
35-49	10	16%
50-64	15	25%
65 or more	11	18%

	# of responses	% of responses (n=61)
What is your gender identity?		
Male	34	56%
Female	24	39%
I prefer not to say	0	0%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of responses	% of responses (n=61)
What best describes your work status? (Please check all that apply)		
Employed full-time	39	64%
Employed part-time	8	13%
Unemployed and seeking work	6	10%
Student (full-time)	4	7%
I prefer not to say	0	0%
Retired	8	13%
Unable to work	1	2%
Student (part-time)	3	5%
Other (please specify):	1	2%
Other (please specify):	Clinical rotations (1)	

	# of responses	% of total (n=61)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	7	11%
No	52	85%

	# of responses	% of responses (n=61)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	12	20%
White	40	66%
Other (please specify):	3	5%
American Indian or Alaskan Native	3	5%
Black or African American	6	10%
Native Hawaiian or Other Pacific Islander	2	3%
Other (please specify):	Vietnamese (1), Latino (1), Multi-racial (2)	

	# of responses	% of responses (n=61)
Do you have reliable access to a working motor vehicle at home?		
Yes	41	67%
No	15	25%

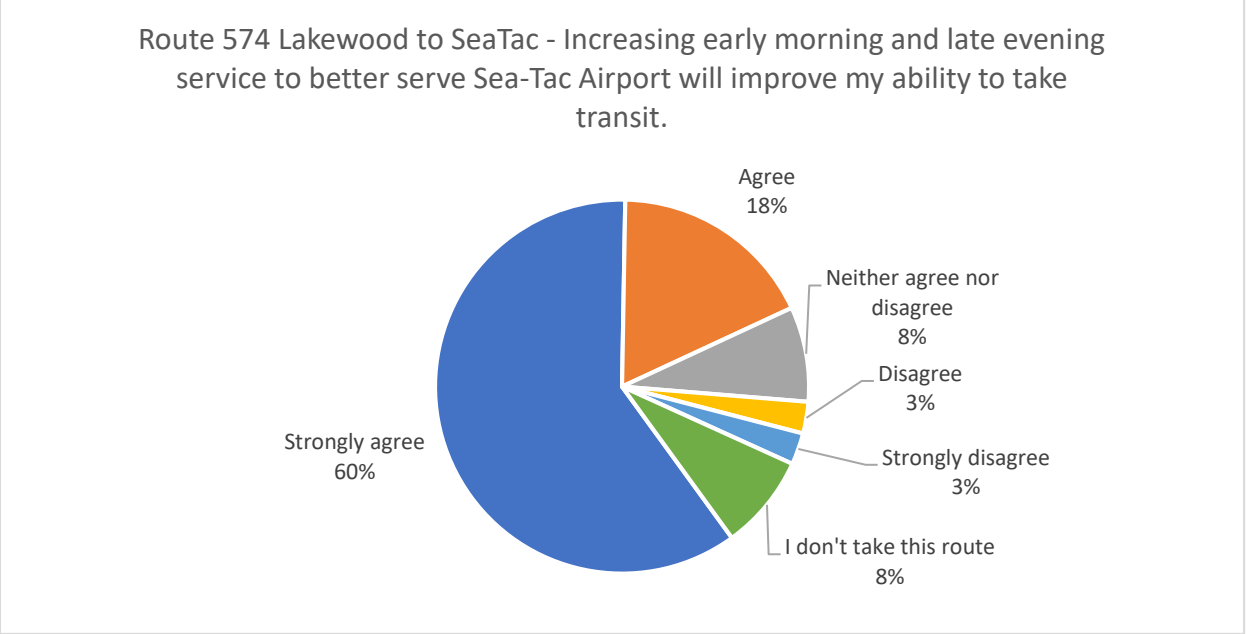
	# of responses	% of responses (n=61)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	7	11%
None	27	44%
Bus lowering/kneeling features	12	20%
Automated stop announcements	20	33%
Priority seating	9	15%
Lift/ramp	4	7%
I'd prefer not to say	1	2%
Other (please specify):	0	0%
Wheelchair securement	0	0%
Screener reader	6	10%
Assistance from the operator to board	2	3%

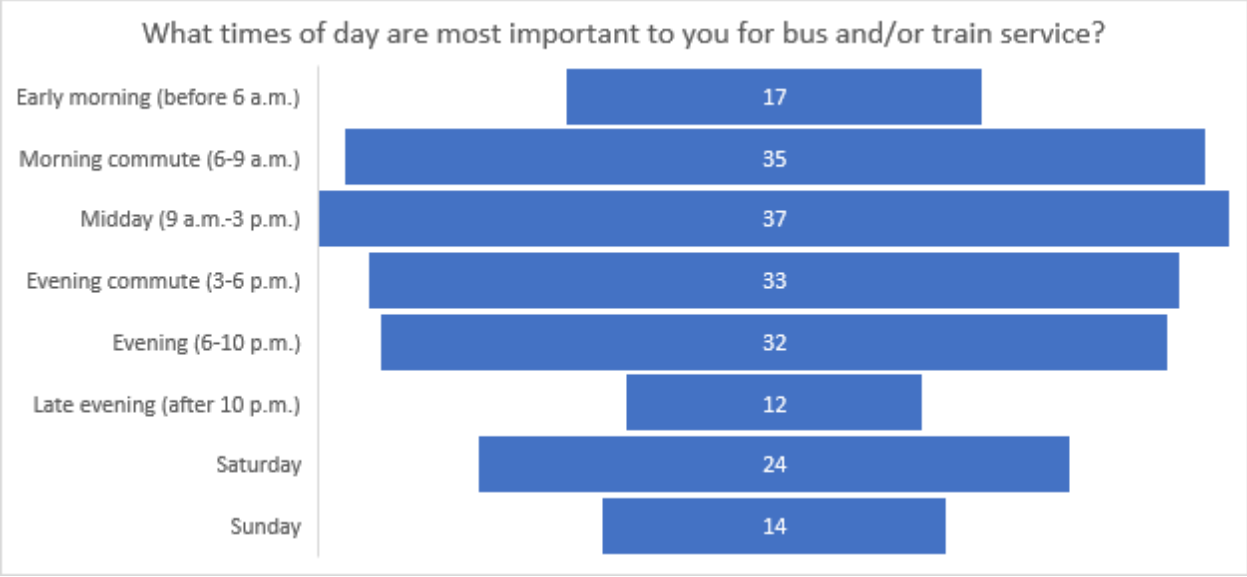
	# of responses	% of responses (n=61)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	14	23%
2	19	31%
3	16	26%
4	7	11%
5	1	2%
6 or more	2	3%

	# of responses	% of responses (n=61)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	7	11%
$150,000 to $199,999	3	5%
$100,000 to $149,999	11	18%
$75,000 to $99,999	3	5%
$50,000 to $74,999	9	15%
$35,000 to $49,999	7	11%
$25,000 to $34,999	2	3%
$20,000 to $24,999	0	0%
$15,000 to $19,999	3	5%
$10,000 to $14,999	2	3%
Less than $10,000	4	7%
I prefer not to say	8	13%

Route 574 Lakewood to SeaTac – Survey Results

The proposal to increase early morning and late evening service on Route 535 – Lynwood to SeaTac received 73 responses. Of those ~ 78% agreed that the proposed changes would improve their ability to take transit (60% strongly agreed and 18% agreed). Eight percent of responses were neutral about the proposal and 8% reported that they did not take this route. Only 6% of responses disagreed with the proposal. The most important times of day for bus or train service reported by people who commented on route 574 were evenly spread throughout the day during weekdays. Morning commute, midday, evening commute, and evening service all received between 32 to 37 responses each. There were also 24 respondents who indicated that Saturday service was important to them.


Route 574 Lakewood to SeaTac - Increasing early morning and late evening service to better serve Sea-Tac Airport will improve my ability to take transit.
Agree 18%
Neither agree nor disagree 8%
Disagree 3%
Strongly disagree 3%
I don't take this route 8%
Strongly agree 60%


What times of day are most important to you for bus and/or train service?
Early morning (before 6 a.m.) 17
Morning commute (6-9 a.m.) 35
Midday (9 a.m.-3 p.m.) 37
Evening commute (3-6 p.m.) 33
Evening (6-10 p.m.) 32
Late evening (after 10 p.m.) 12
Saturday 24
Sunday 14

Route 574 Demographics

Of the 73 respondents that responded to the proposal for route 574, most are white, male, non-Hispanic, employed full-time, and over the age of 25, with about half of respondents being above the age of 50. Most had reliable access to a vehicle and were not reliant on accessibility features. Of those who did report using accessibility features the top three features they use are large print signs, bus lowering and kneeling features, and automated stop announcements. Most respondents live in households with three or fewer individuals and make and make between $50,000 and $150,000 per year.

	# of responses	% of responses (n=73)
What is your age?		
< 19	2	3%
25-34	14	19%
35-49	14	19%
19-24	4	5%
50-64	20	27%
65 or more	16	22%

	# of responses	% of responses (n=73)
What is your gender identity?		
Male	42	58%
Female	25	34%
I prefer not to say	3	4%
Non-binary	0	0%
I prefer to self-describe	0	0%

	# of responses	% of responses (n=73)
What best describes your work status? (Please check all that apply)		
Employed full-time	37	51%
Employed part-time	8	11%
Unemployed and seeking work	3	4%
Student (full-time)	4	5%
I prefer not to say	2	3%
Retired	14	19%
Unable to work	2	3%
Student (part-time)	1	1%
Other (please specify):	3	4%
Other (please specify)	self-employed (1), Musician (2)	

	# of responses	% of responses (n=73)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	4	5%
No	63	86%

	# of responses	% of responses (n=73)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	8	11%
White	50	68%
Other (please specify):	6	8%
American Indian or Alaskan Native	1	1%
Black or African American	7	10%
Native Hawaiian or Other Pacific Islander	1	1%
Other (please specify):	Human (2), Multiracial (2), Hispanic (1), no response (1)	

	# of responses	% of responses (n=73)
Do you have reliable access to a working motor vehicle at home?		
Yes	47	64%
No	19	26%

	# of responses	% of responses (n=73)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	13	18%
None	31	42%
Bus lowering/kneeling features	19	26%
Automated stop announcements	25	34%
Priority seating	11	15%
Lift/ramp	6	8%
I'd prefer not to say	0	0%
Other (please specify):	4	5%
Wheelchair securement	0	0%
Screener reader	9	12%
Assistance from the operator to board	4	5%
Other (please specify):	Helpful driver (1), seatbelt (1), Phone App (1) no response (1)	

	# of responses	% of responses (n=73)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	15	21%
2	30	41%
3	13	18%
4	7	10%
5	4	5%
6 or more	1	1%

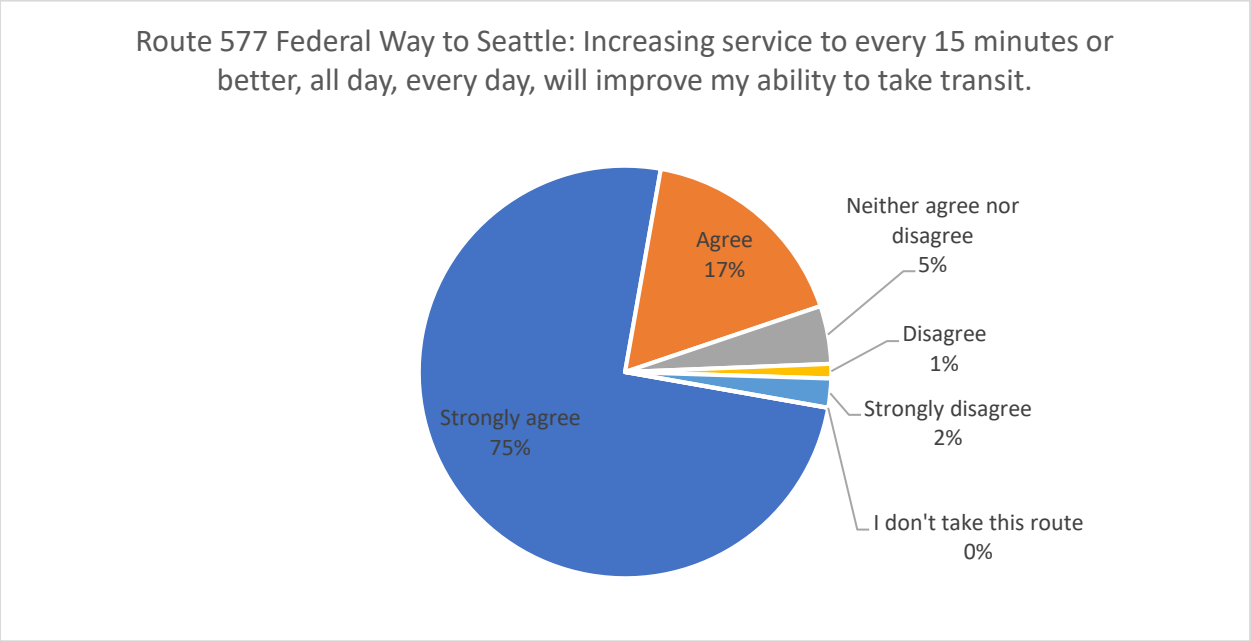
	# of responses	% of responses (n=73)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	2	3%
$150,000 to $199,999	6	8%
$100,000 to $149,999	17	23%
$75,000 to $99,999	5	7%
$50,000 to $74,999	11	15%
$35,000 to $49,999	2	3%
$25,000 to $34,999	4	5%
$20,000 to $24,999	4	5%
$15,000 to $19,999	2	3%
$10,000 to $14,999	2	3%
Less than $10,000	3	4%
I prefer not to say	12	16%

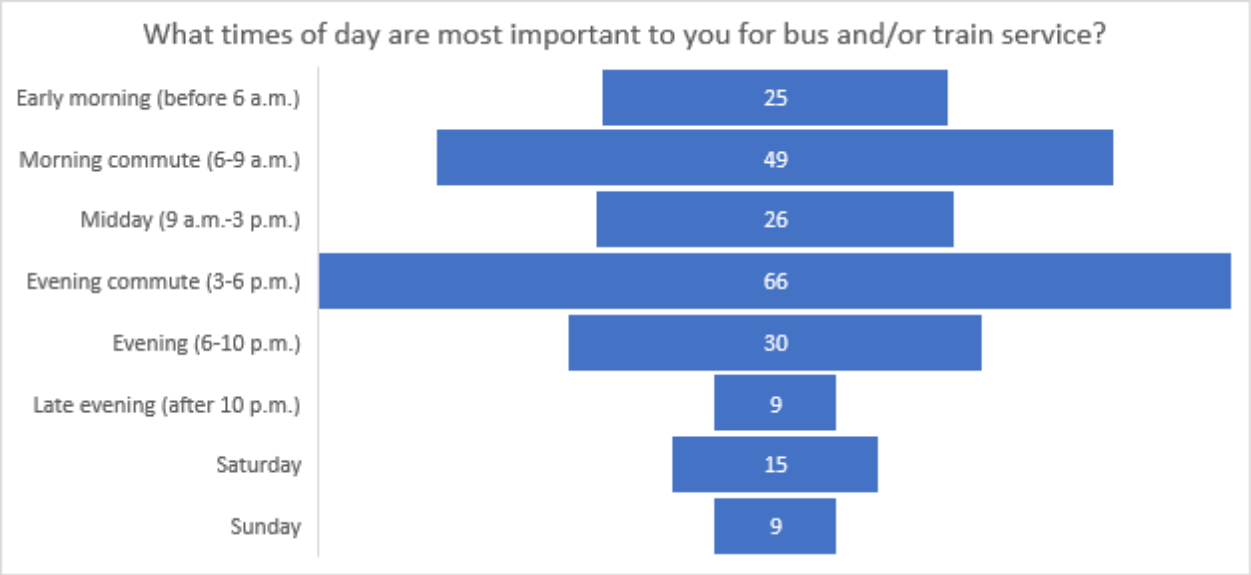
Route 577 Federal Way to Seattle

Survey Results

The response to the proposal to increase service to every 15 minutes or better on Route 577 was overwhelmingly positive, with 97% of respondents agreeing or strongly agreeing that it would improve their ability to take transit. Only 3% disagreed and 5% of respondents were neutral. The proposal for route 577 received 88 total responses.

The morning commute and evening commute were the most important times reported by people who commented on this route with 49 and 66 responses respectively. On weekdays, Route 577 only operates during peak periods, which may explain why riders highlighted the importance of peak periods. However, based on these survey results, it shows that there is interest for service beyond the current times that Route 577 operates.


Route 577 Federal Way to Seattle: Increasing service to every 15 minutes or better, all day, every day, will improve my ability to take transit.
Agree 17%
Neither agree nor disagree 5%
Disagree 1%
Strongly disagree 2%
I don't take this route 0%
Strongly agree 75%



Route 577 Demographics

Of the 88 respondents that responded to the proposal for route 577, most were white, non-Hispanic, between the ages of 35 and 64, and employed full-time. Most of the respondents have access to a working motor vehicle, live in households with two or fewer people, and have a household income of between $50,000 and $150,000 per year.

	# responses	% total responses (n=88)
What is your age?		
< 19	2	2%
19-24	1	1%
25-34	15	17%
35-49	30	34%
50-64	29	33%
65 or more	6	7%

	# responses	% total responses (n=88)
What is your gender identity?		
Male	38	43%
Female	45	51%
I prefer not to say	0	0%
Non-binary	0	0%
I prefer to self-describe	0	0%

	# responses	% total responses (n=88)
What best describes your work status? (Please check all that apply)		

Employed full-time	66	75%
Employed part-time	7	8%
Unemployed and seeking work	4	5%
Student (full-time)	4	5%
I prefer not to say	2	2%
Retired	3	3%
Unable to work	3	3%
Student (part-time)	1	1%
Other (please specify):	1	1%
Other (please specify):	self employed	

	# responses	% total responses (n=88)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	10	11%
No	72	82%

	# responses	% total responses (n=88)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	9	10%
White	58	66%
Other (please specify):	6	7%
American Indian or Alaskan Native	5	6%
Black or African American	8	9%
Native Hawaiian or Other Pacific Islander	1	1%
Other (please specify):	multi-racial (2), East Indian (1), Mexican (1), Vietnamese (1), no response (1)	

	# responses	% total responses (n=88)
Do you have reliable access to a working motor vehicle at home?		
Yes	50	57%
No	27	31%

	# responses	% total responses (n=88)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	11	13%
None	41	47%
Bus lowering/kneeling features	18	20%
Automated stop announcements	23	26%
Priority seating	12	14%
Lift/ramp	5	6%

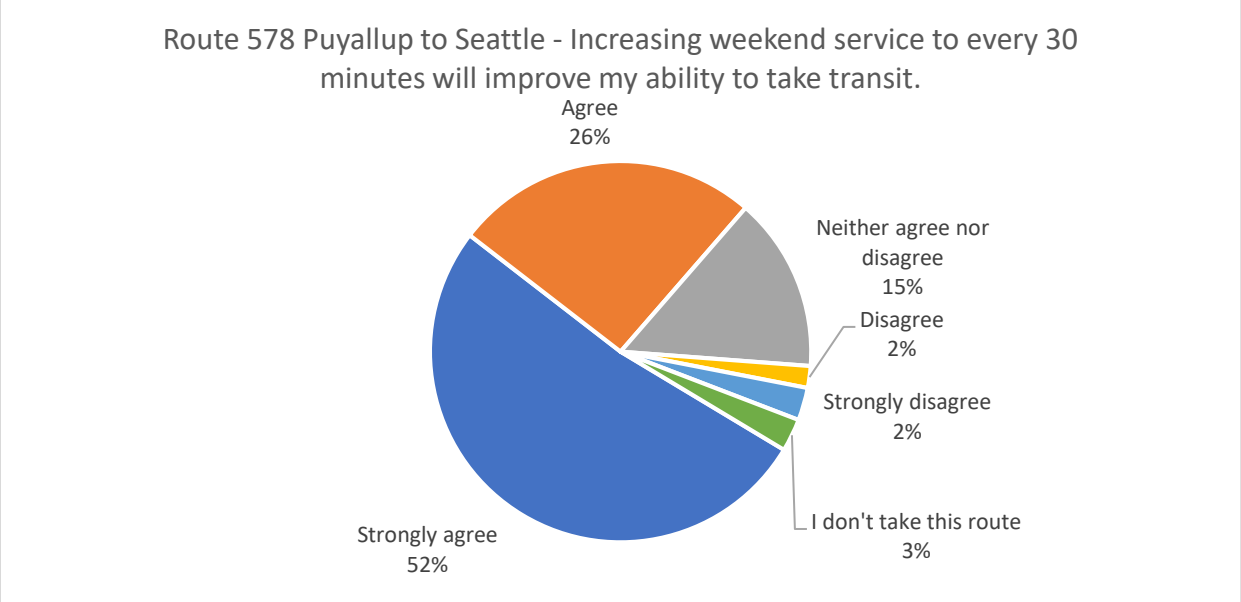
I'd prefer not to say	3	3%
Other (please specify):	0	0%
Wheelchair securement	1	1%
Screener reader	6	7%
Assistance from the operator to board	4	5%

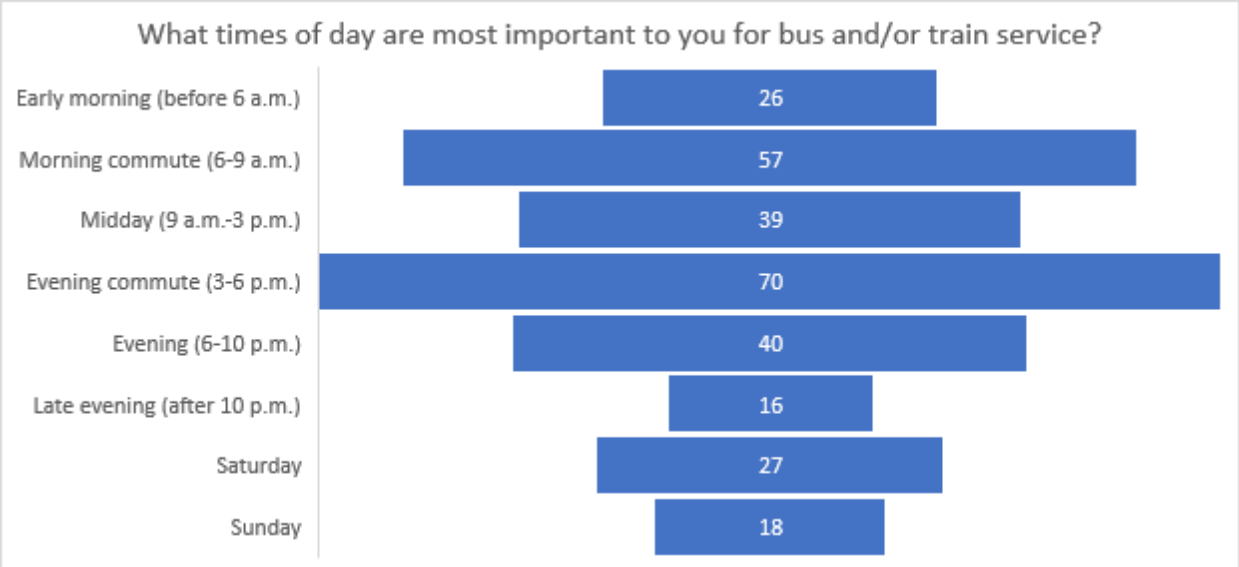
	# responses	% total responses (n=88)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	23	26%
2	32	36%
3	12	14%
4	12	14%
5	0	0%
6 or more	1	1%

	# responses	% total responses (n=88)
What is your households total annual earnings? (Choose one)		
$200,000 or more	5	6%
$150,000 to $199,999	3	3%
$100,000 to $149,999	14	16%
$75,000 to $99,999	7	8%
$50,000 to $74,999	13	15%
$35,000 to $49,999	7	8%
$25,000 to $34,999	2	2%
$20,000 to $24,999	1	1%
$15,000 to $19,999	0	0%
$10,000 to $14,999	3	3%
Less than $10,000	5	6%
I prefer not to say	22	25%

Route 578 Puyallup to Seattle - Survey Results

The proposal to increase weekend service to every 30 minutes on Route 578 – Puyallup to Seattle received 108 responses. Of those ~ 78% agreed that the proposed changes would improve their ability to take transit (52% strongly agreed and 26% agreed). Fifteen percent of responses were neutral about the proposal and 3% reported that they did not take this route. Only 4% of responses disagreed with the proposal. Most respondents indicated that the peak commute hours in the morning (57 respondents) and the evening (70 respondents) were the most important times of day for taking transit. Respondents indicated that midday (39 respondents) and evening (40 respondents) service were also important.


Route 578 Puyallup to Seattle - Increasing weekend service to every 30 minutes will improve my ability to take transit.
Agree 26%
Neither agree nor disagree 15%
Disagree 2%
Strongly disagree 2%
I don't take this route 3%
Strongly agree 52%


What times of day are most important to you for bus and/or train service?
Early morning (before 6 a.m.) 26
Morning commute (6-9 a.m.) 57
Midday (9 a.m.-3 p.m.) 39
Evening commute (3-6 p.m.) 70
Evening (6-10 p.m.) 40
Late evening (after 10 p.m.) 16
Saturday 27
Sunday 18

Route 578 Demographics

Of the 108 respondents that responded to the proposal for route 578, most of them were white, non-Hispanic, between the ages of 35 and 64. The majority were employed full or part time, have reliable access to a vehicle at home, and do not routinely use the available accessibility features. Of those that did report using accessibility features, the top three features they use are large print signs, bus lowering and kneeling features, and automated stop announcements. Most respondents live in households with 3 or fewer cohabitants and make between over $50,000 to $150,000 per year.

	# of responses	% total responses (n=108)
What is your age?		
< 19	1	1%
19-24	4	4%
25-34	19	17%
35-49	39	36%
50-64	27	25%
65 or more	13	12%

	# of responses	% total responses (n=108)
What is your gender identity?		
Male	51	47%
Female	47	43%
I prefer not to say	5	5%
Non-binary	1	1%
I prefer to self-describe	0	0%

	# of responses	% total responses (n=108)
What best describes your work status? (Please check all that apply)		
Employed full-time	74	68%
Employed part-time	10	9%
Unemployed and seeking work	4	4%
Student (full-time)	3	3%
I prefer not to say	2	2%
Retired	7	6%
Unable to work	5	5%
Student (part-time)	1	1%
Other (please specify):	2	2%
Other (please specify)	Self-employed (2)	

	# of responses	% total responses (n=108)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	10	9%
No	90	83%

	# of responses	% total responses (n=108)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	7	6%
White	76	70%
Other (please specify):	7	6%
American Indian or Alaskan Native	3	3%
Black or African American	11	10%
Native Hawaiian or Other Pacific Islander	1	1%
Other (please specify):	multiracial (3), Mexican (1), no response (2), East Indian (1)	

	# of responses	% total responses (n=108)
Do you have reliable access to a working motor vehicle at home?		
Yes	62	57%
No	34	31%

	# of responses	% total responses (n=108)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	15	14%
None	49	45%
Bus lowering/kneeling features	25	23%
Automated stop announcements	28	26%
Priority seating	14	13%
Lift/ramp	10	9%
I'd prefer not to say	3	3%
Other (please specify):	1	1%
Wheelchair securement	4	4%
Screener reader	11	10%
Assistance from the operator to board	7	6%
Other (please specify)	Free masks	

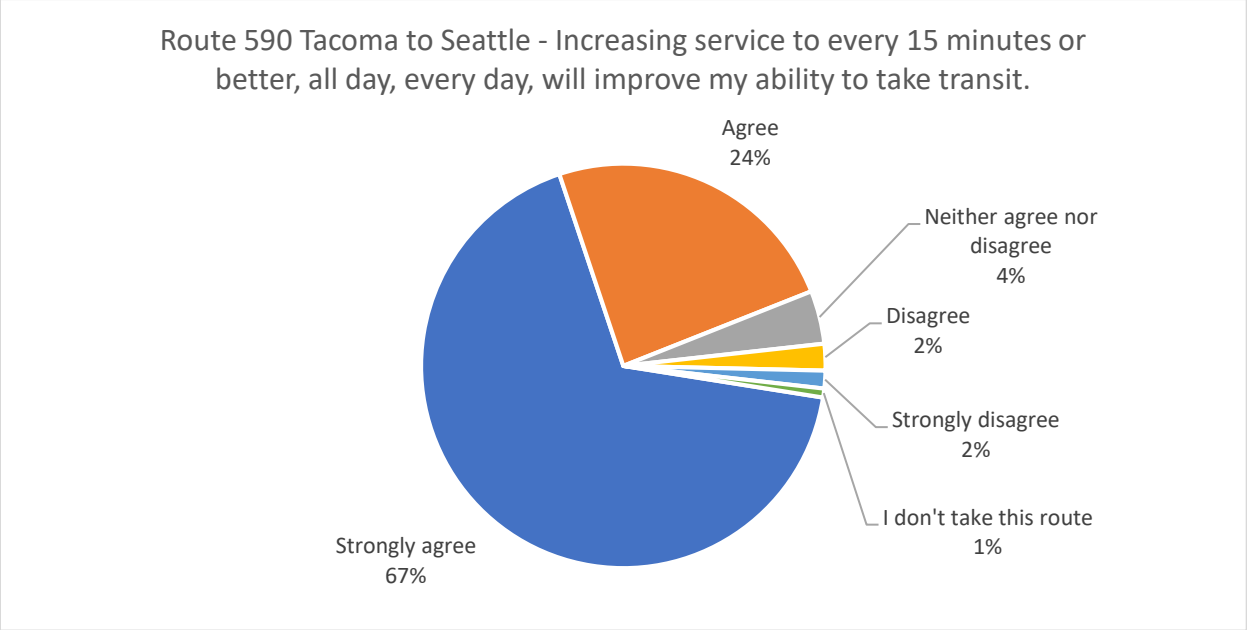
	# of responses	% total responses (n=108)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	27	25%
2	40	37%
3	20	18%
4	9	8%
5	4	4%
6 or more	2	2%

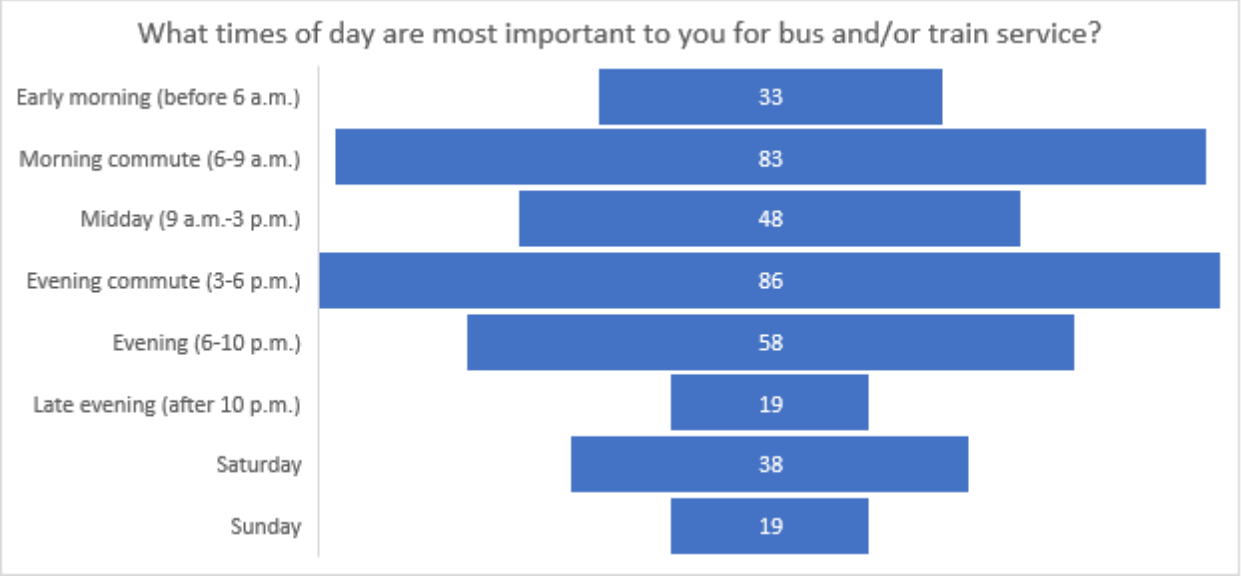
	# of responses	% total responses (n=108)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	3	3%
$150,000 to $199,999	5	5%
$100,000 to $149,999	17	16%
$75,000 to $99,999	10	9%
$50,000 to $74,999	18	17%
$35,000 to $49,999	9	8%
$25,000 to $34,999	4	4%
$20,000 to $24,999	1	1%
$15,000 to $19,999	2	2%
$10,000 to $14,999	3	3%
Less than $10,000	7	6%
I prefer not to say	23	21%

Route 590 Tacoma to Seattle - Survey Results

The majority of respondents to the proposal to increase service to every 15 minutes or better on Route 590 were in agreement (24% agreed and 67% strongly agreed) that this would improve their ability to take transit. Only 4% disagreed, 4% were neutral and 1% do not take this route.

The most important times of day for users of this route are the morning commute and the evening commute with 86 and 83 responses respectively. Evening service during the hours of 6-9 p.m. is also important to riders on this route with 58 responses for that time of day. Route 590 currently only operates during weekday peak hours, which may explain why many riders had prioritize the morning and evening commutes. However, the results also suggest that there is strong demand for a longer service span and weekend service on this route.


Route 590 Tacoma to Seattle - Increasing service to every 15 minutes or better, all day, every day, will improve my ability to take transit.
Agree 24%
Neither agree nor disagree 4%
Disagree 2%
Strongly disagree 2%
I don't take this route 1%
Strongly agree 67%


What times of day are most important to you for bus and/or train service?
Early morning (before 6 a.m.) 33
Morning commute (6-9 a.m.) 83
Midday (9 a.m.-3 p.m.) 48
Evening commute (3-6 p.m.) 86
Evening (6-10 p.m.) 58
Late evening (after 10 p.m.) 19
Saturday 38
Sunday 19

Route 590 Demographics

Of the 141 people who commented on Route 590, most of them between the ages of 35-49, identify as female, and are employed full time. Nine percent identify as Hispanic, or Latino/a/x and 71% have access to a working motor vehicle. Most respondents were white, live with two or fewer people and make $75,000 per year or more in household income. Most users are not reliant on accessibility features, but for those that use them, the top three features reported were large print signs, bus lowering and kneeling features, and automated stop announcements.

	# of responses	% of total responses (n=141)
What is your age?		
< 19	3	2%
19-24	2	1%
25-34	32	23%
35-49	40	28%
50-64	38	27%
65 or more	23	16%

	# of responses	% of total responses (n=141)
What is your gender identity?		
Male	59	42%
Female	66	47%
I prefer not to say	8	6%
Non-binary	4	3%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=141)
What best describes your work status? (Please check all that apply)		
Employed full-time	92	65%
Employed part-time	19	13%
Unemployed and seeking work	5	4%
Student (full-time)	7	5%
I prefer not to say	2	1%
Retired	16	11%
Unable to work	5	4%
Student (part-time)	3	2%
Other (please specify):	3	2%
Other (please specify):	Clinical (1), musician (1), Full time plus part time job (1)	

	# of responses	% of total responses (n=141)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	12	9%
No	124	88%

	# of responses	% of total responses (n=141)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	14	10%
White	101	72%
Other (please specify):	7	5%
American Indian or Alaskan Native	3	2%
Black or African American	19	13%
Native Hawaiian or Other Pacific Islander	2	1%
Other (please specify):	multiracial (3), human (2), no response (2)	

	# of responses	% of total responses (n=141)
Do you have reliable access to a working motor vehicle at home?		
Yes	100	71%
No	30	21%

	# of responses	% of total responses (n=141)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	20	14%
None	62	44%
Bus lowering/kneeling features	27	19%
Automated stop announcements	49	35%
Priority seating	16	11%
Lift/ramp	8	6%
I'd prefer not to say	0	0%
Other (please specify):	7	5%
Wheelchair securement	2	1%
Screener reader	15	11%
Assistance from the operator to board	6	4%
Other (please specify)	Auditory and visual announcements, hand rails, poles, and straps (1), Bike racks (2), Seat belt (1), helpful bus driver (1), Message board (1), no response (1)	

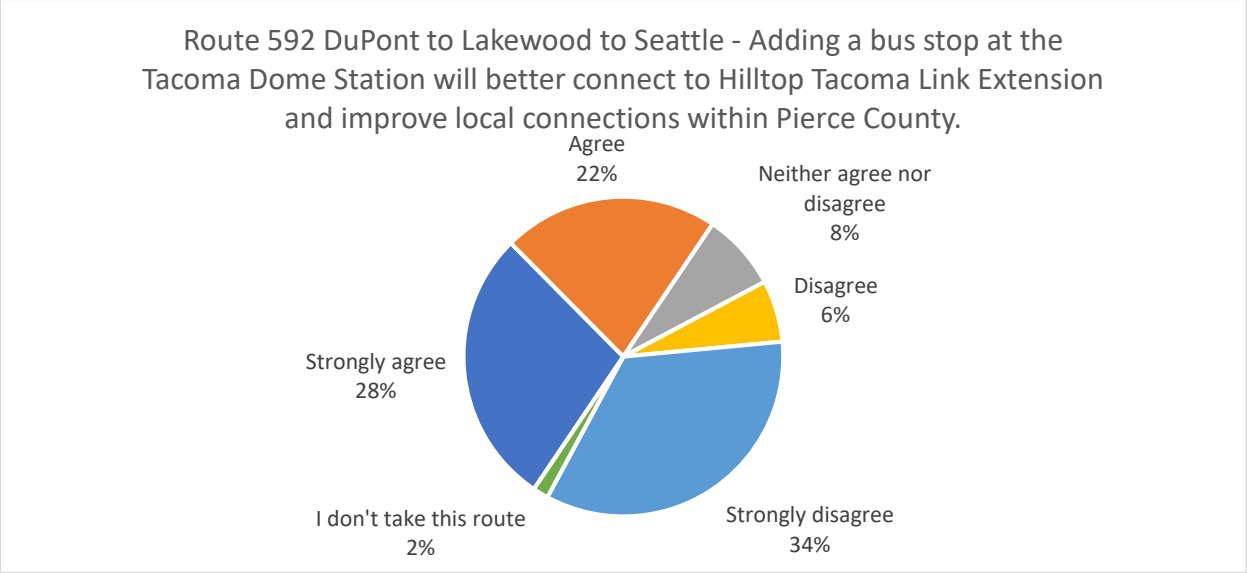
	# of responses	% of total responses (n=141)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	37	26%
2	58	41%
3	20	14%
4	11	8%
5	5	4%
6 or more	5	4%

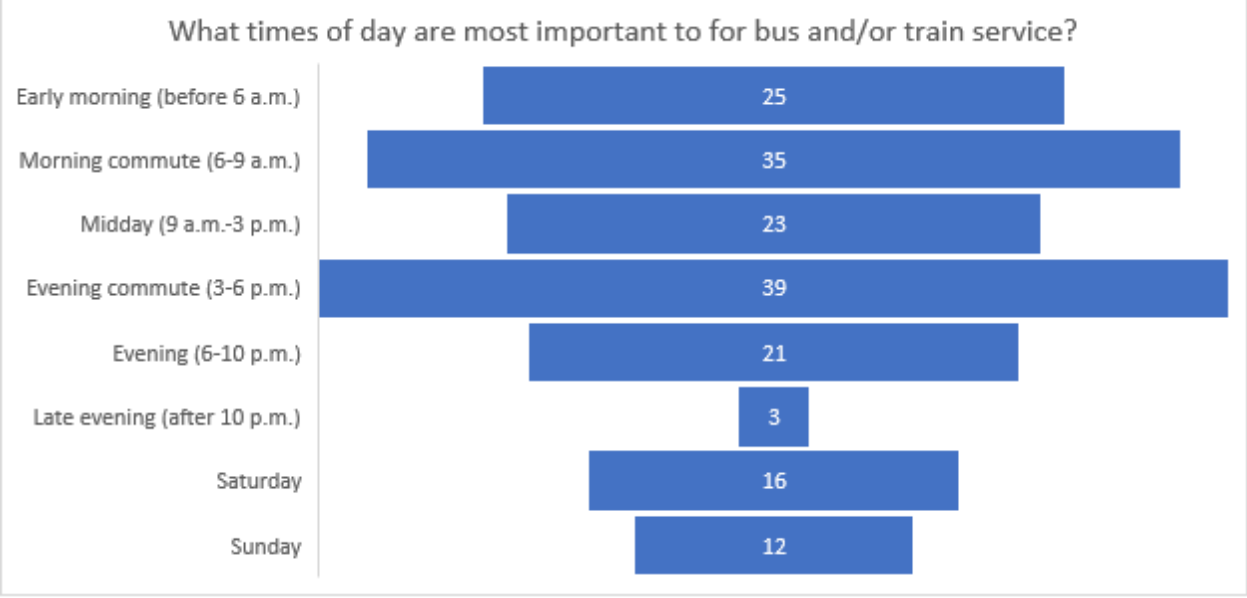
	# of responses	% of total responses (n=141)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	11	8%
$150,000 to $199,999	16	11%
$100,000 to $149,999	36	26%
$75,000 to $99,999	11	8%
$50,000 to $74,999	17	12%
$35,000 to $49,999	5	4%
$25,000 to $34,999	5	4%
$20,000 to $24,999	4	3%
$15,000 to $19,999	4	3%
$10,000 to $14,999	2	1%
Less than $10,000	6	4%
I prefer not to say	22	16%

Route 592 DuPont to Lakewood to Seattle - Survey Results

The proposal to adding a bus stop at the Tacoma Dome Station on Route 592 – Lakewood to Seattle received 64 responses. Respondents are polarized on this proposal. Fifty percent of respondents agreed that the proposed changes would provide better connect to Hilltop Tacoma Link Extension and improve local connections within Pierce County (28% strongly agreed and 22% agreed). However, 40% of respondents disagreed with the proposal (34% strongly disagree and 6% disagreed). Eight percent of responses were neutral about the proposal and 2% reported that they did not take this route.
Most respondents indicated that the peak commute hours in the morning (35 respondents) and the evening (39 respondents) were the most important times of day for taking transit.

This proposal was withdrawn due to the number of respondents opposing the change.


Route 592 DuPont to Lakewood to Seattle - Adding a bus stop at the Tacoma Dome Station will better connect to Hilltop Tacoma Link Extension and improve local connections within Pierce County.
Agree 22%
Neither agree nor disagree 8%
Disagree 6%
Strongly agree 28%
I don't take this route 2%
Strongly disagree 34%


What times of day are most important to for bus and/or train service?
Early morning (before 6 a.m.) 25
Morning commute (6-9 a.m.) 35
Midday (9 a.m.-3 p.m.) 23
Evening commute (3-6 p.m.) 39
Evening (6-10 p.m.) 21
Late evening (after 10 p.m.) 3
Saturday 16
Sunday 12

Route 592 Demographics

Of the 64 respondents that responded to the proposal for route 592, more than half of them were white, between the ages of 35 and 64, and employed full-time. Many of these have access to a working personal vehicle and are not reliant on accessibility features. Of those who do report using accessibility features, the top three features that were used are bus kneeling and lowering features, and automated stop announcements, and priority seating. They live in households with 3 or fewer cohabitants and make between $100,000 and $150,000 per year.

	# of responses	% of total responses (n=64)
What is your age?		
< 19	2	3%
19-24	3	5%
25-34	9	14%
35-49	19	30%
50-64	23	36%
65 or more	4	6%

	# of responses	% of total responses (n=64)
What is your gender identity?		
Male	31	48%
Female	25	39%
I prefer not to say	3	5%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=64)
What best describes your work status? (Please check all that apply)		
Employed full-time	41	64%
Employed part-time	6	9%
Unemployed and seeking work	4	6%
Student (full-time)	5	8%
I prefer not to say	2	3%
Retired	6	9%
Unable to work	2	3%
Student (part-time)	2	3%
Other (please specify):	1	2%
Other (please specify)	not applicable (1)	

	# of responses	% of total responses (n=64)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	7	11%
No	50	78%

	# of responses	% of total responses (n=64)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	0	0%
White	37	58%
Other (please specify):	10	16%
American Indian or Alaskan Native	1	2%
Black or African American	10	16%
Native Hawaiian or Other Pacific Islander	0	0%
Other (please specify):	Human (3), Hispanic/Latino (3), multiracial (2), African (1), Iranian (1)	

	# of responses	% of total responses (n=64)
Do you have reliable access to a working motor vehicle at home?		
Yes	45	70%
No	9	14%

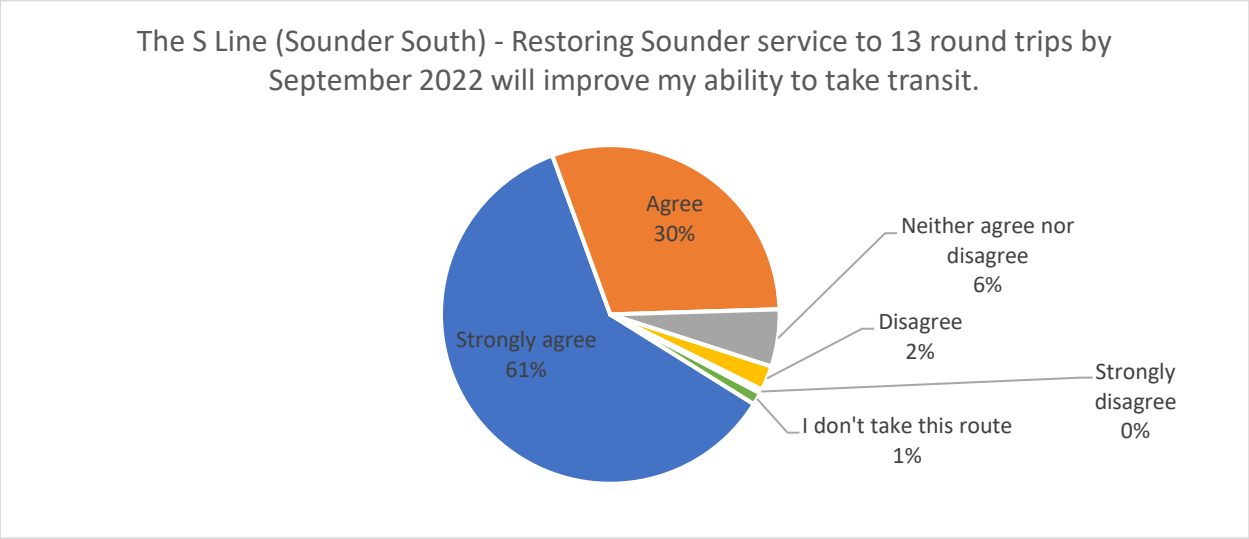
	# of responses	% of total responses (n=64)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	7	11%
None	33	52%
Bus lowering/kneeling feature	14	22%
Automated stop announcements	17	27%
Priority seating	9	14%
Lift/ramp	5	8%
I'd prefer not to say	2	3%
Other (please specify):	5	8%
Wheelchair securement	1	2%
Screener reader	8	13%
Assistance from the operator to board	6	9%
Other (please specify)	Phone app (1), helpful driver (2), large print signs (1), no response (1)	

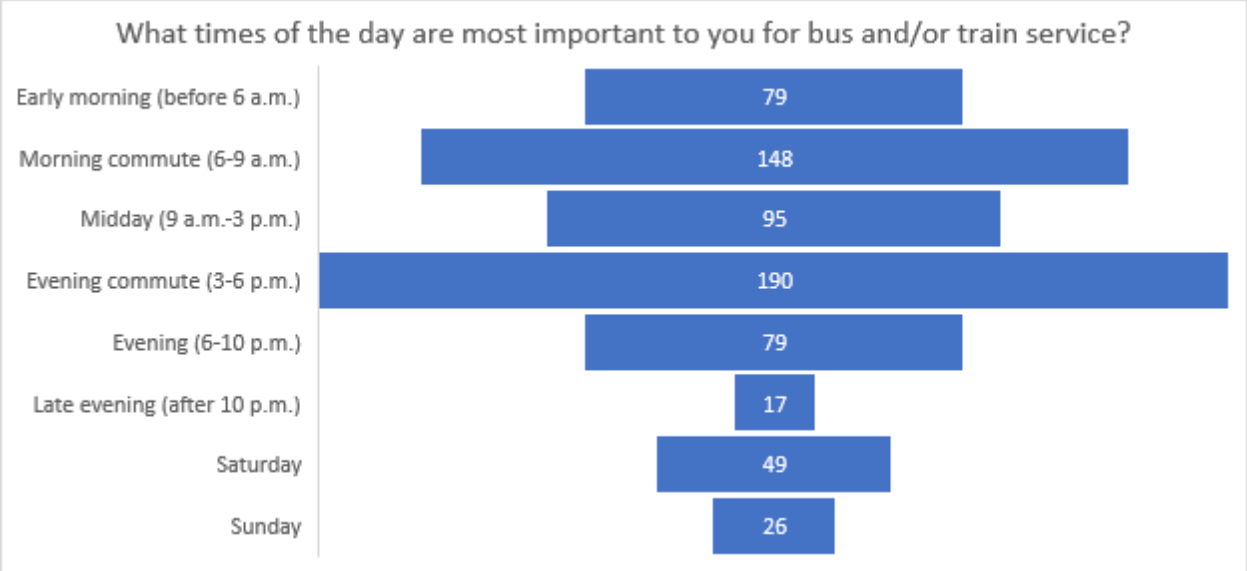
	# of responses	% of total responses (n=64)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	9	14%
2	24	38%
3	11	17%
4	9	14%
5	4	6%
6 or more	1	2%

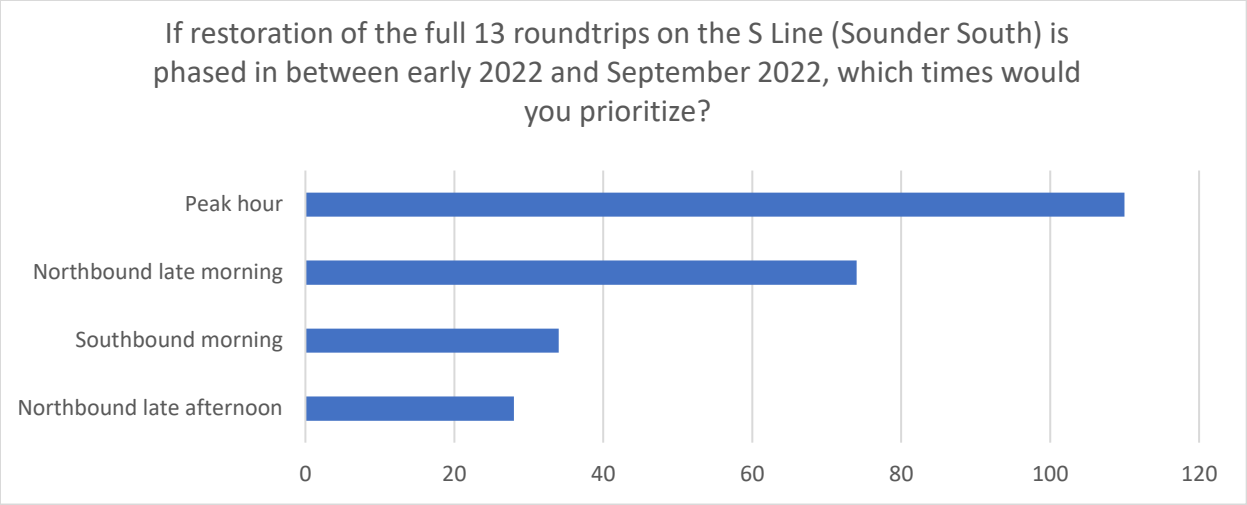
	# of responses	% of total responses (n=64)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	5	8%
$150,000 to $199,999	4	6%
$100,000 to $149,999	15	23%
$75,000 to $99,999	8	13%
$50,000 to $74,999	8	13%
$35,000 to $49,999	2	3%
$25,000 to $34,999	3	5%
$20,000 to $24,999	0	0%
$15,000 to $19,999	1	2%
$10,000 to $14,999	1	2%
Less than $10,000	2	3%
I prefer not to say	11	17%

The S Line (Sounder South) - Survey Results

The proposal to restoring the S-Line (Sounder South) service to thirteen round trips by September 2022 received 256 responses. A significant number of respondents (91%) agreed that the proposed changes would improve their ability to take transit (61% strongly agreed and 30% agreed). Six percent of responses were neutral about the proposal and 1% reported that they did not take this route. Only 2% of responses disagreed with the proposal. Most respondents indicated that the morning commute (148 respondents) and the evening commute (190 respondents) were the most important times of day for taking transit. There were many respondents (90) who indicated that midday service was also important to them. In a follow-up question respondents were asked about which times should be prioritized for the restoration of service and the majority stated that peak hour service should be the priority.


The S Line (Sounder South) - Restoring Sounder service to 13 round trips by September 2022 will improve my ability to take transit.
Agree 30%
Neither agree nor disagree 6%
Disagree 2%
Strongly disagree 0%
I don't take this route 1%
Strongly agree 61%


What times of the day are most important to you for bus and/or train service?
Early morning (before 6 a.m.) 79
Morning commute (6-9 a.m.) 148
Midday (9 a.m.-3 p.m.) 95
Evening commute (3-6 p.m.) 190
Evening (6-10 p.m.) 79
Late evening (after 10 p.m.) 17
Saturday 49
Sunday 26



S Line (Sounder South) Demographics

Most respondents to the S Line (Sounder South) proposal were between the ages of 35 and 64, employed full-time, live in households with 3 or fewer cohabitants, and earn between $50,000 and $200,000 in annual household income. They are also majority white, and non-Hispanic. Most respondents have access to a reliable vehicle at home and a little more than half of them do not rely on accessibility features. Of those who reported using accessibility features, the top three features were automated stop announcements, bus lowering and kneeling features, and large print signs.

	# of responses	% of total responses (n=256)
What is your age?		
< 19	2	1%
19-24	16	6%
25-34	44	17%
35-49	94	37%
50-64	74	29%
65 or more	18	7%
	# of responses	% of total responses (n=256)

	# of responses	% of total responses (n=256)
What is your gender identity?		
Male	106	41%
Female	127	50%
I prefer not to say	14	5%
Non-binary	4	2%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=256)
What best describes your work status? (Please check all that apply)		
Employed full-time	191	75%
Employed part-time	21	8%
Unemployed and seeking work	8	3%
Student (full-time)	14	5%
I prefer not to say	1	0%
Retired	20	8%
Unable to work	8	3%
Student (part-time)	5	2%
Other (please specify):	9	4%
Other (please specify):	Clinical rotations (1), full time plus part time (1), musician (1), not applicable (2), self-employed (3), volunteer work (1)	

	# of responses	% of total responses (n=256)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	21	8%
No	221	86%

	# of responses	% of total responses (n=256)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	18	7%
White	195	76%
Other (please specify):	14	5%
American Indian or Alaskan Native	6	2%
Black or African American	21	8%
Native Hawaiian or Other Pacific Islander	4	2%
Other (please specify):	African (1), European (1), Hispanic/Latinx (3), Human (2), Multiracial (5), Vietnamese (1)	

	# of responses	% of total responses (n=256)
Do you have reliable access to a working motor vehicle at home?		
Yes	196	77%
No	38	15%

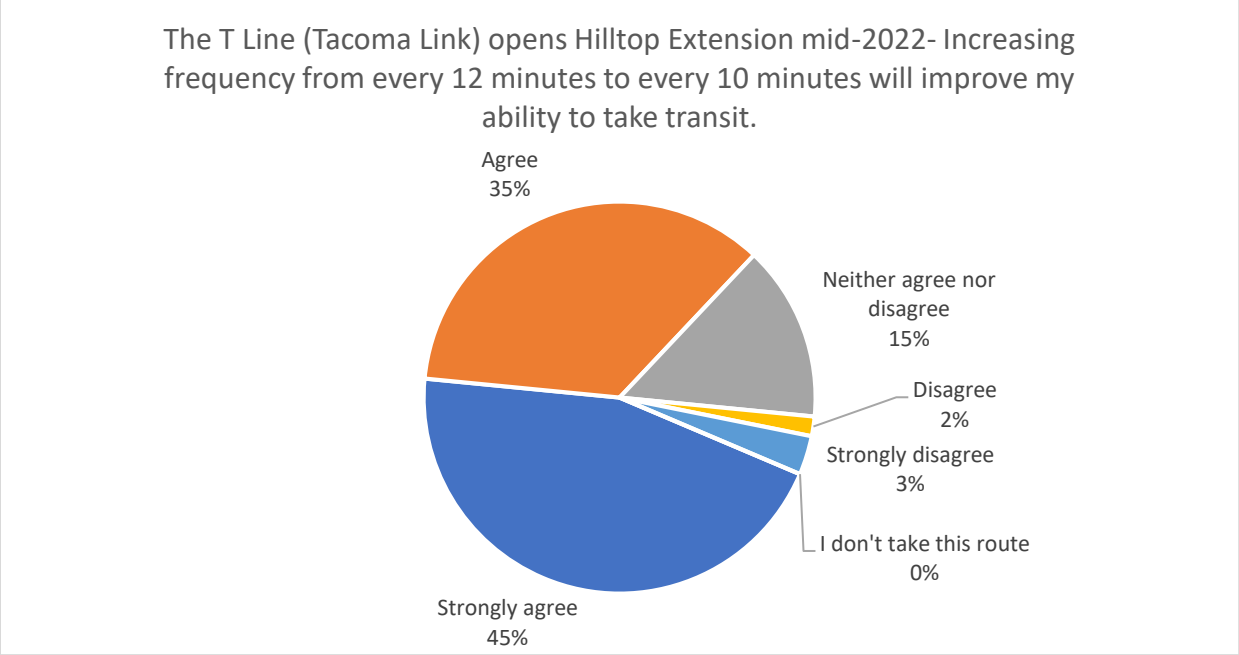
	# of responses	% of total responses (n=256)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	30	12%
None	139	54%
Bus lowering/kneeling feature	32	13%
Automated stop announcements	72	28%
Priority seating	23	9%
Lift/ramp	13	5%
I'd prefer not to say	4	2%
Other (please specify):	6	2%
Wheelchair securement	4	2%
Screener reader	31	12%
Assistance from the operator to board	5	2%
Other (please specify)	Auditory and visual announcements, hand rails, poles, and straps (1), Bathrooms (1), bike racks (3) not applicable (1)	

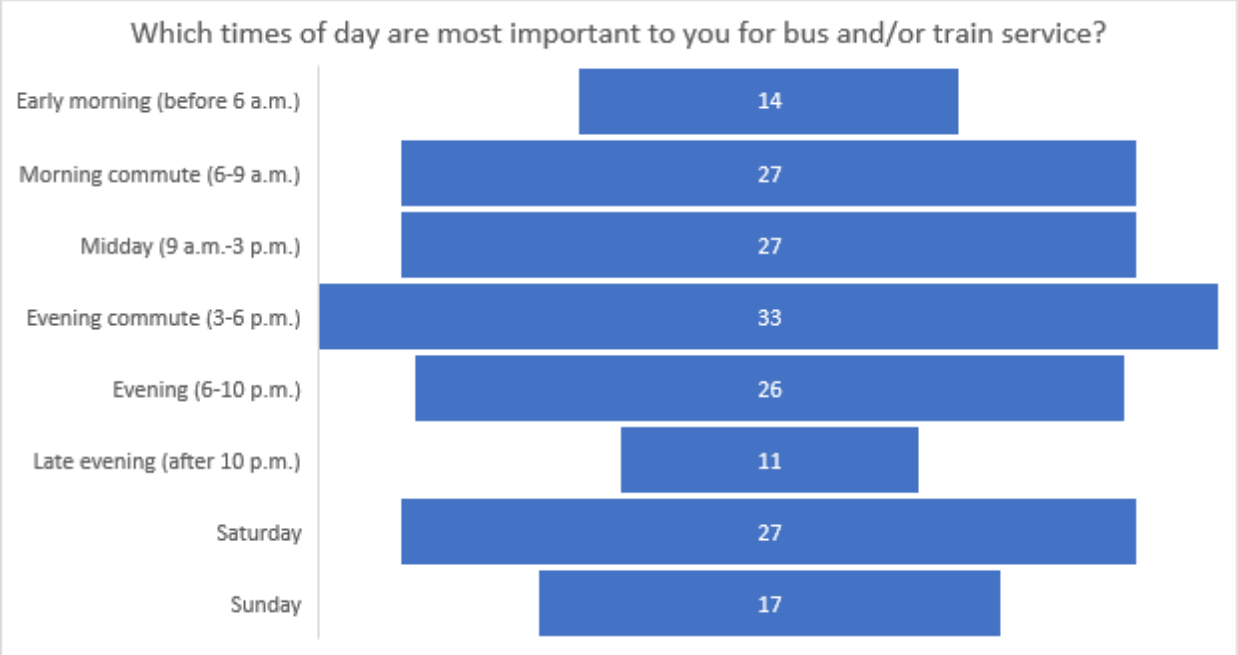
	# of responses	% of total responses (n=256)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	53	21%
2	87	34%
3	51	20%
4	30	12%
5	17	7%
6 or more	6	2%

	# of responses	% of total responses (n=256)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	24	9%
$150,000 to $199,999	29	11%
$100,000 to $149,999	57	22%
$75,000 to $99,999	26	10%
$50,000 to $74,999	25	10%
$35,000 to $49,999	12	5%
$25,000 to $34,999	7	3%
$20,000 to $24,999	3	1%
$15,000 to $19,999	5	2%
$10,000 to $14,999	4	2%
Less than $10,000	6	2%
I prefer not to say	49	19%

The T Line (Tacoma Link) opens Hilltop Extension mid-2022

Most respondents to the proposal to increase frequency from every 12 minutes to every 10 minutes on the Tacoma Link Extension agreed that this would improve their ability to take transit. Fifteen percent of respondents were neutral and only 5% disagreed. While the evening commute was important to the highest number of respondents (33 responses), there was a fairly even response to the morning commute (27 responses), midday (27 responses), evening (26 responses), and Saturday (27 responses) timeframes.


The T Line (Tacoma Link) opens Hilltop Extension mid-2022- Increasing frequency from every 12 minutes to every 10 minutes will improve my ability to take transit.
Agree 35%
Neither agree nor disagree 15%
Disagree 2%
Strongly disagree 3%
I don't take this route 0%
Strongly agree 45%


Which times of day are most important to you for bus and/or train service?
Early morning (before 6 a.m.) 14
Morning commute (6-9 a.m.) 27
Midday (9 a.m.-3 p.m.) 27
Evening commute (3-6 p.m.) 33
Evening (6-10 p.m.) 26
Late evening (after 10 p.m.) 11
Saturday 27
Sunday 17

T Line Demographics

Of the 64 respondents that chose to comment on T line frequency, most are white, male, non-Hispanic, and between the ages of 25 and 49. Most are employed full-time, have reliable access to vehicles in their home, and do not regularly rely on accessibility features. More than half of respondents make more than $75,000 per year and live in households with three or fewer cohabitants.

	# of responses	% of total responses (n=64)
What is your age?		
< 19	0	0%
25-34	17	27%
35-49	30	47%
19-24	2	3%
50-64	7	11%
65 or more	6	9%

	# of responses	% of total responses (n=64)
What is your gender identity?		
Male	39	61%
Female	20	31%
I prefer not to say	2	3%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=64)
What best describes your work status? (Please check all that apply)		
Employed full-time	47	73%
Employed part-time	10	16%
Unemployed and seeking work	4	6%
Student (full-time)	7	11%
I prefer not to say	2	3%
Retired	8	13%
Unable to work	2	3%
Student (part-time)	5	8%
Other (please specify):	3	5%
Other (please specify):	Clinical rotations (1), musician (1), not applicable (1)	

	# of responses	% of total responses (n=64)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	6	9%
No	57	89%

	# of responses	% of total responses (n=64)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	6	9%
White	52	81%
Other (please specify):	4	6%
American Indian or Alaskan Native	3	5%
Black or African American	3	5%
Native Hawaiian or Other Pacific Islander	3	5%
Other (please specify):	African (1), Latinx (1), Multiracial (1), Iranian (1)	

	# of responses	% of total responses (n=64)
Do you have reliable access to a working motor vehicle at home?		
Yes	49	77%
No	10	16%

	# of responses	% of total responses (n=64)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	9	14%
None	29	45%
Bus lowering/kneeling feature	10	16%
Automated stop announcements	24	38%
Priority seating	6	9%
Lift/ramp	5	8%
I'd prefer not to say	0	0%
Other (please specify):	2	3%
Wheelchair securement	2	3%
Screener reader	8	13%
Assistance from the operator to board	4	6%
Other (please specify)	Auditory and visual announcements, hand rails, poles, and straps (1), nor applicable (1)	

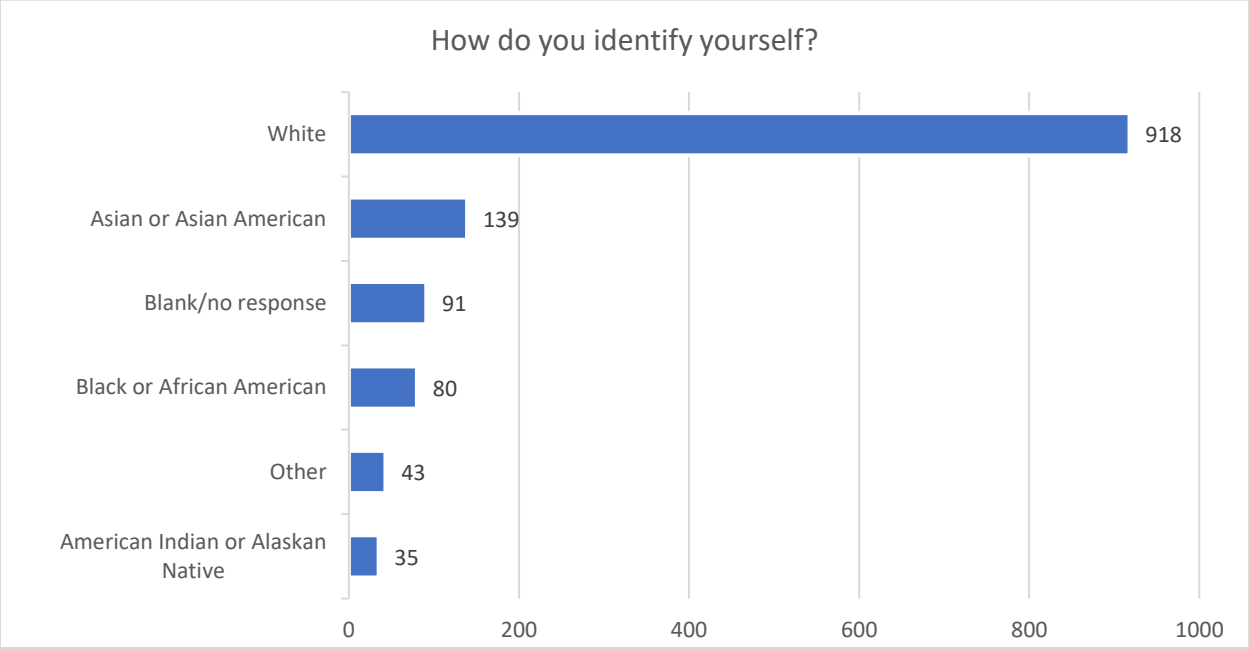
	# of responses	% of total responses (n=64)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	13	20%
2	26	41%
3	14	22%
4	5	8%
5	2	3%
6 or more	2	3%

	# of responses	% of total responses (n=64)
What is your household's total annual earnings? (Choose one)		
$200,000 or more	5	8%
$150,000 to $199,999	4	6%
$100,000 to $149,999	21	33%
$75,000 to $99,999	5	8%
$50,000 to $74,999	8	13%
$35,000 to $49,999	1	2%
$25,000 to $34,999	4	6%
$20,000 to $24,999	1	2%
$15,000 to $19,999	2	3%
$10,000 to $14,999	4	6%
Less than $10,000	2	3%
I prefer not to say	6	9%

Demographic Analysis of all Survey Participants

Participants were asked at the end of the survey if they could provide answers to some basic demographic questions. Of the 1,243 responses 1,212 (98%) answered one or more of the nine demographic questions on the survey.

Sound Transit conducted an on-board rider survey in 2018 where they asked riders about race/ethnicity, income, disability status, and access to a vehicle. The data from that survey will be used for comparison for those questions.

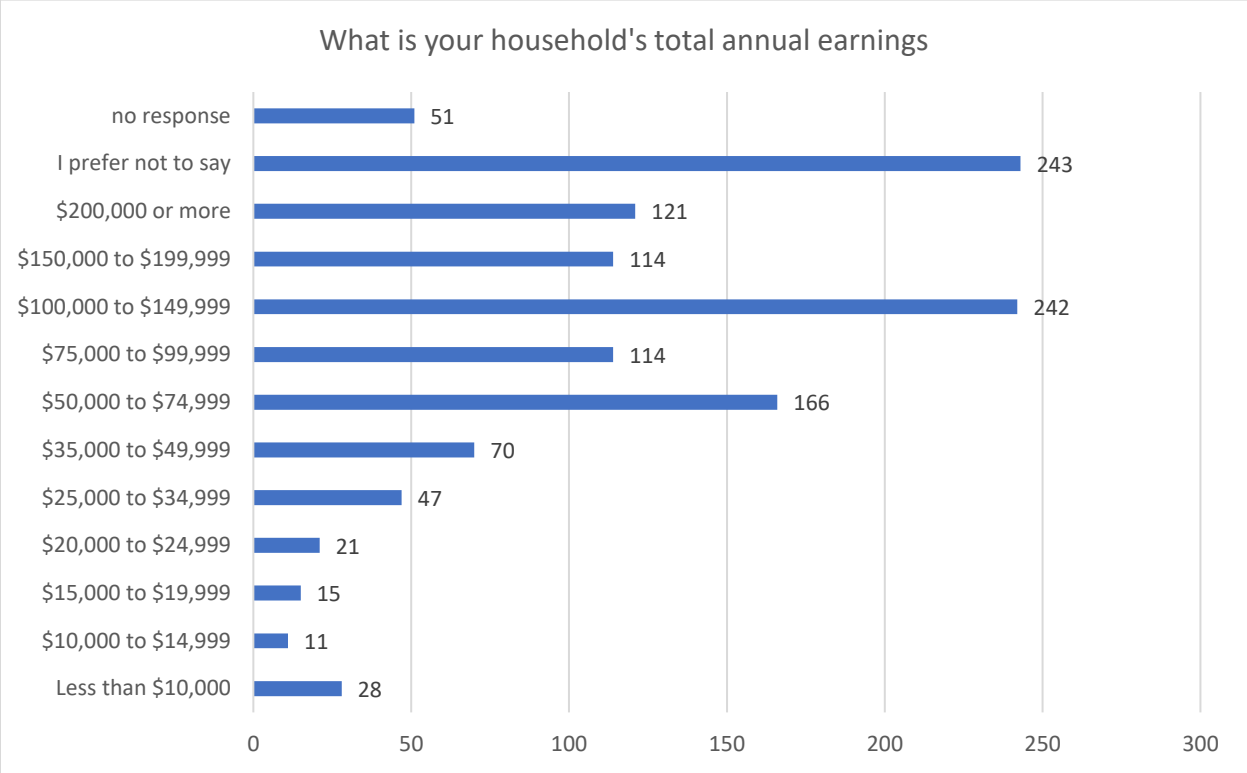


The survey results skewed more white than passengers using the system. 1,152 or 92.6% of the survey respondents provided and answer to the question “How do you identify yourself?” 79.6% identified as white, 12% as Asian or Asian American, 6.9% as Black or African American, 3.7% as other, and 3% as American Indian or Alaskan Native. In 2018, an on-board survey collected demographic information of passengers riding the Sound Transit bus and rail network. In this previous on-board survey, 57% had identified as white, 18% Asian or Asian American, 8% Black or African American, 7% Multiple races, 5% Hispanic or Latino, 2% Other, 1% American Indian or Alaskan Native, 1% Middle Eastern or North African, and 1% Native Hawaiian or Pacific islander.

The 2022 Service Plan survey results align more closely with the overall racial demographics of Sound Transit service area and the Puget Sound region in general. 2019 census data for the Seattle-Tacoma-Bellevue MSA has 72.9% identifying as white, 14.2% as Asian or Asian American, 8.2% as Black or African American, and 2.4% as Native American or Alaskan Native. This may indicate that on-board rider surveys may be better suited for gathering feedback from actual transit riders and fully online surveys will skew more towards the general population in the area.

44 people selected “Other – Write In” as the response to this question. 8 of those responses aligned with the provided categories. The remaining 36 write in responses included African (2), Celt (1), East

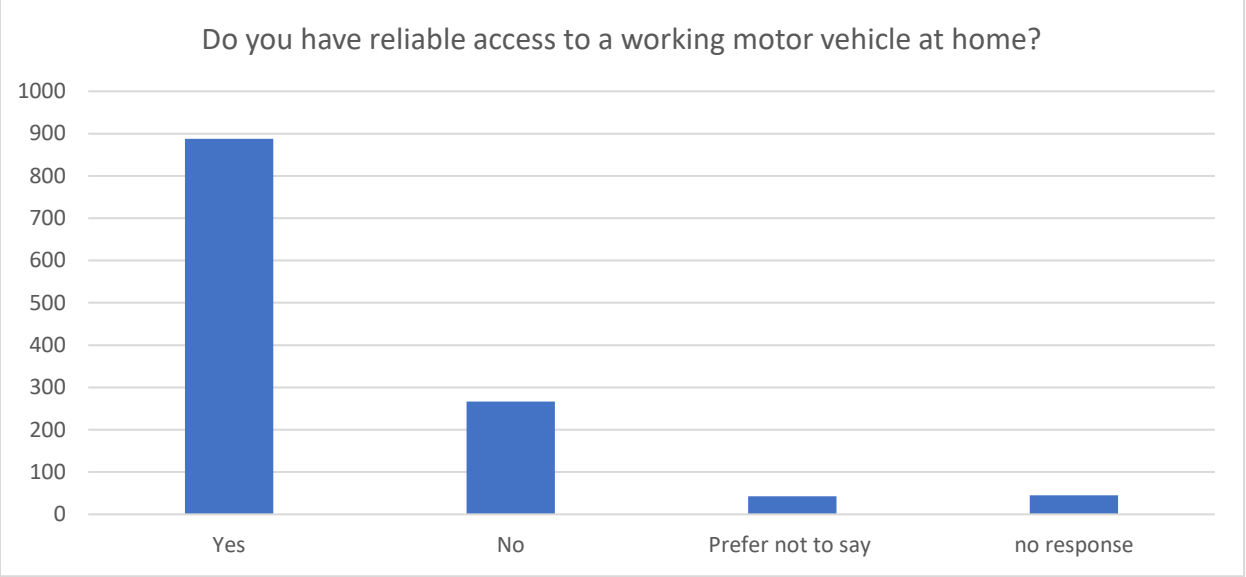
Indian (1), Eurasian (2), European American (2), German American (1), Hispanic (1), Hispanic/Native American (1), Human (9), Iranian (1), Latinx (3), Mexican (1), Mixed race (10), Tamil American (1).



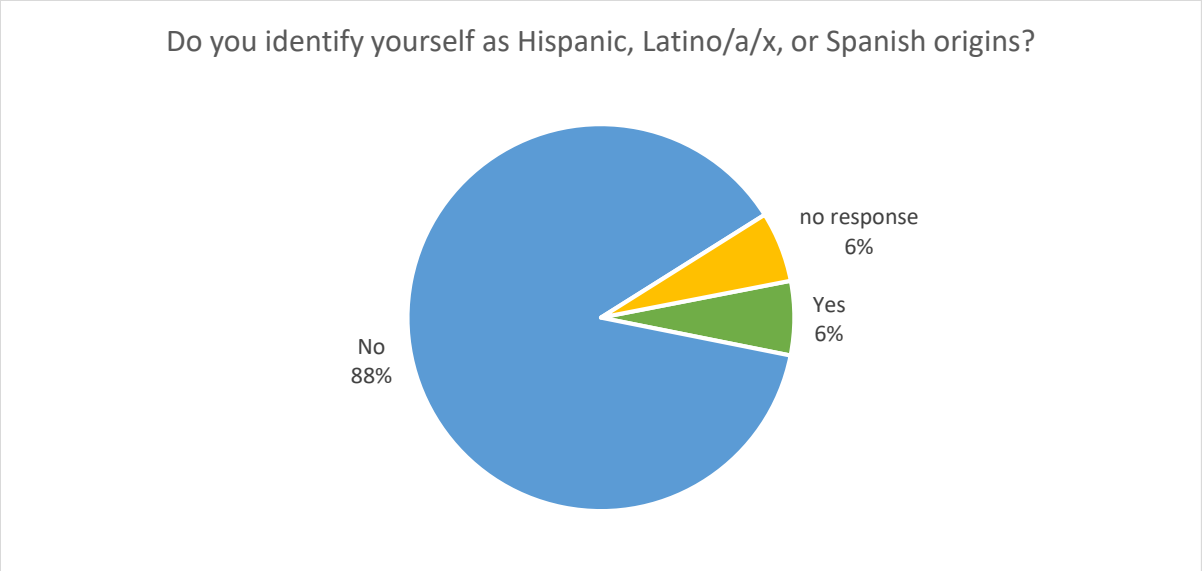
Income levels skewed higher in the 2022 Service Plan survey compared to previous onboard surveys. In the 2018 onboard survey, 18% of riders made less than $33,000 per year compared to this year's survey where 10% made less than $35,000 (note, income brackets were slightly different between surveys). In the 2018 onboard survey, 42% made between $33,000 and $100,000 compared to 28% in this year's survey. For people making over $100,000, the percentages were fairly similar with 38% in this year's survey compared to 41% in the 2018 onboard survey.

Which of the following Sound Transit accessibility features have you used?	
Automated stop announcements	337
Bus lowering/kneeling feature	212
Priority seating	134
Large print signs	126
Screener reader	119
No response	104
Lift/ramp	65
Assistance from the operator to board	34
Other (please specify):	28
Tactile strips	15
Wheelchair securement	13
Braille signage	3

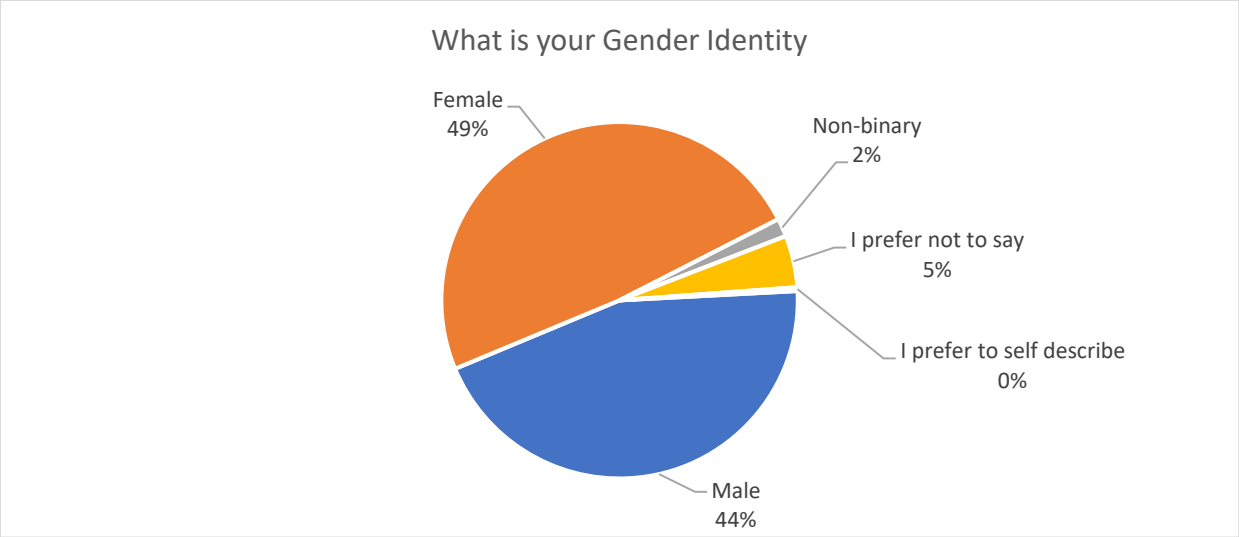
28 respondents selected the “Other” Write in response option. Those responses included: assistance from operator (2), Automated stop announcements (1), bathrooms, bike rack (11), Large print signs (1), bus schedules (1), free masks (1) phone apps (10), Message board (1) priority seating (1), protractile ASL (1), seat belt (1)



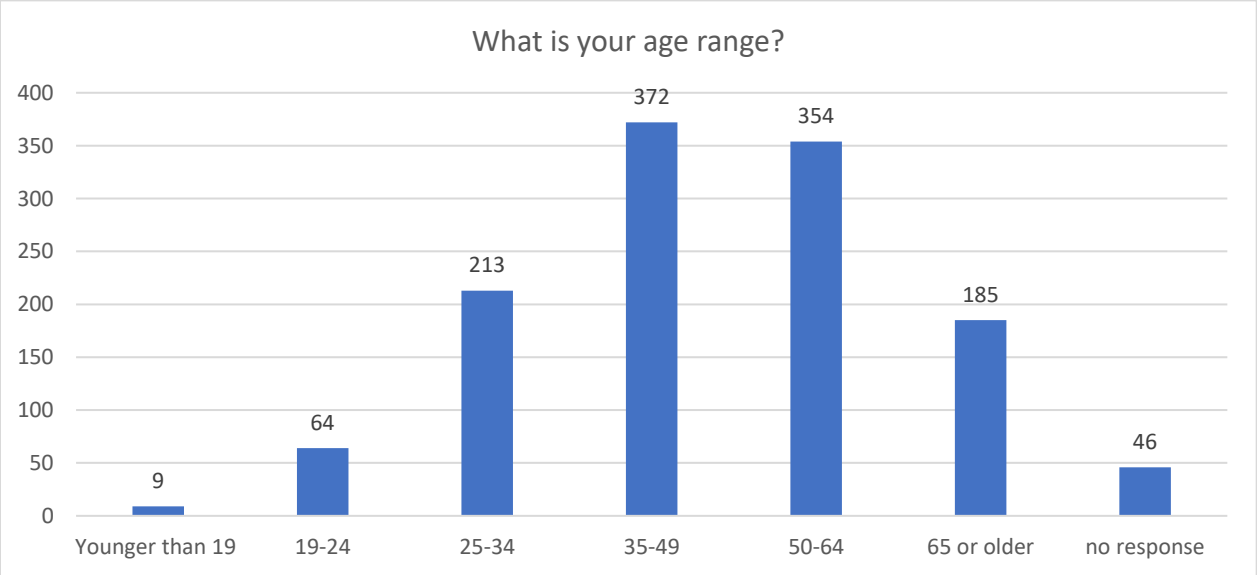
71% of the participants (888 respondents) stated that they had reliable access to a vehicle in their home, 21% (267 respondents) said they did not have reliable access to a vehicle in their home, and ~6% (88 respondents) either didn’t respond or chose not to say. For comparison in 2018, 83% reported having access to a vehicle at home and 17% reported that they did not have access to a vehicle.



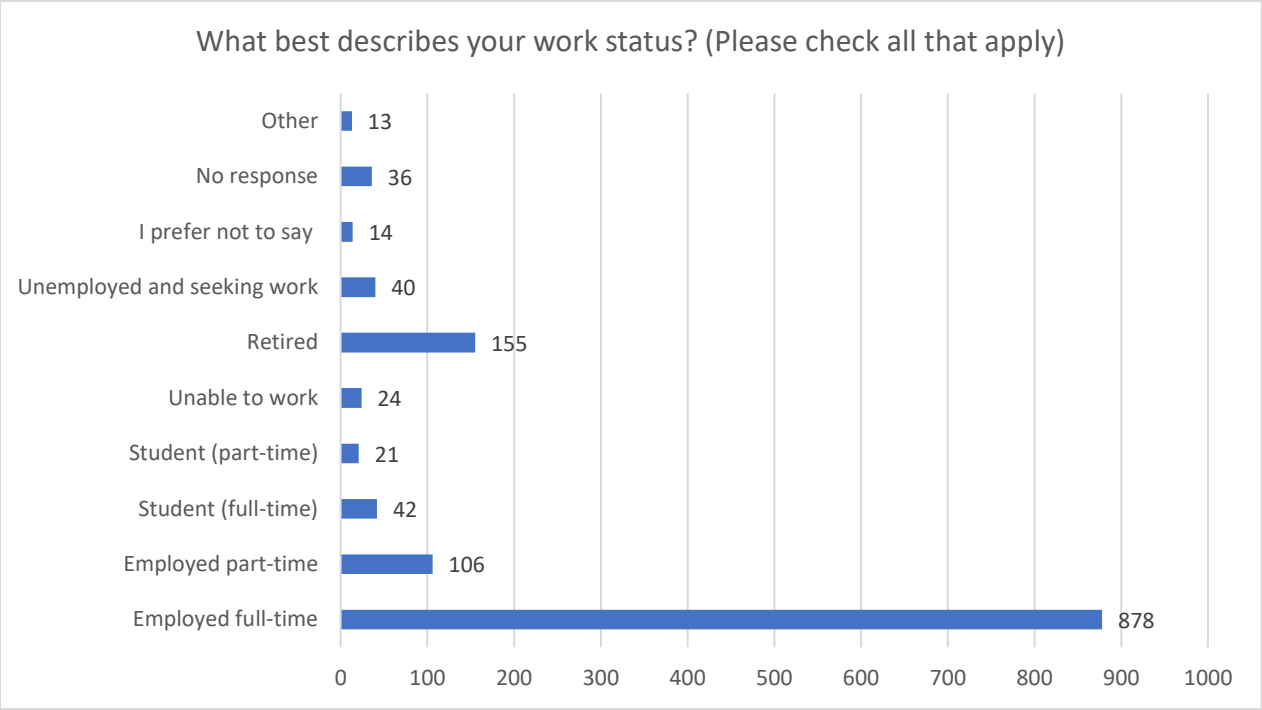
Six percent of total respondents self-identified as Hispanic or Latino/a/x. Another 6% did not provide a response to this question and 88% did not identify as Hispanic, Latino/a/x. This suggests an under-representation of the Hispanic and Latino/a/x community within the Seattle-Tacoma-Bellevue MSA, which is 10.4% of the total population according to 2019 Census estimates.



Forty-nine percent of participants (591 respondents) identified as female, 44% of respondents (540 participants) identified as male, 2% (20 participants) identified as non-binary, and 5% (57 participants) did not provide a response to the question.



Of the 1,243 survey participants fewer than one percent of participants were under the age of 19, 5% were between 19 and 24, 17% of participants are between 25 and 34, 30% of participants were between 35 and 49, 28% were between 50 and 64, 15% of participants were 65 or older. Three percent of participants chose not to respond to the question. The predominant age range of survey participants is 35-64.



Most survey participants (66.1 %) stated that they were employed full-time. Eight percent of participants stated that they were employed part-time, 3.2% are full-time students, and 1.6% are part-time students. Respondents who are unable to work made up 1.8% of participants and 11.7% of participants stated that they were retired, 3.8% of participants gave no response or preferred not to say.

Three percent of participants stated that they were unemployed and seeking work. This is a smaller percentage than the unemployment rate for the Seattle-Tacoma-Bellevue MSA as a whole. For comparison, in July 2021 the unemployment rate was 5.2%, according to the Federal Reserve Economic Data.

Thirteen people opted to write in their response to this question. These responses included Self-employed/freelancer (5), volunteer-work (3), musician (2), intern (1), clinical rotations (1), and homemaker (1).

Appendix A: Comment Code Matrix

Question: What else would you like to share with us	
Code	**Comment coding guidance**
Time	Comments about time of day, days of the week, weekend service, special event service, frequency, on time service, timing of connections, reliability, service delays, cancellations, trip length
Support	Comments in support of the proposal, with no other substantive feedback. Includes statements about transit funding and preferences for bus or rail with a supportive sentiment.
Opposition	Comments in opposition to the proposal, with no other substantive feedback. Includes statements about transit funding and preferences for bus or rail with an oppositional sentiment.
COVID impacts	Comments related to service and ridership impacts due to COVID, safety concerns specific to COVID, mask enforcement, cleanliness, and public health.
Safety	Comments about lighting, traffic safety, criminal activity at on or around transit facilities, comment about lack of police presence on transit or at transit center
Transit/Facilities and Amenities	Comments about park and ride, transit centers, bike parking, bus stop amenities
Location	Comments about connections between neighborhoods to specific locations, cities, destinations etc. Includes access to housing, connectivity to other transit agencies, jobs, medical services, universities, airports, etc.
Equity	Consideration of transit dependent, low-income, essential workers, service workers, swing shift or late-night workers. Could include mention of fare enforcement discrimination, police presence on transit. Could also include mention of service to historically marginalized communities. Includes accessibility needs of people with disabilities.
Fares	Increasing/decreasing fares, peak and off-peak fares, fee for bags, etc.
Specific routes	Comments mentioning a specific route – depending on # of comments we may further tabulate this by route.
Regional impacts	Comments about population growth, development, economic factors, labor force, location of major employers, Could also include mention of other high profile infrastructure projects like the West Seattle High Bridge, other link extensions, etc.)

Question: What types of places would you like to take transit to, but are not currently able to easily? (Other – write in)	
Code	**Guidance**
Home	Comments mentioning home as a destination, includes comments about distance to nearest transit stop

Late night/weekend destinations	Comments about lack of access to various destinations due to limited service on nights and weekends
School	Comments mentioning school as a destination including comments about distance to nearest bus stop, or lack of transfer options from home to school or work to school.
Connection to other routes	Comments about transfers including transfer times, wait times, distance between transfers, or suggestions for route connections
Outdoor Recreation	Comments mentioning lack of access to parks, natural areas, beaches, forests, hiking, etc.
Visiting friends/family	Comments mentioning lack of access to transit lines to visit family, friends, or other social/community oriented trips
Events	Comments mentioning desire to attend sporting events, music events, cultural events, or other cultural or recreational destinations.
Airport	Comments including mention of Sea-Tac or other regional/local airports
Specific/unique location	Comments mentioning lack of connection to a specific destination
Work	Comments mentioning lack of transit to respondents' place of employment, including constraints related to location, shift start and end time, frequency and reliability to get to work on time.

All Comments

The following section includes all open-ended comments received as part of the 2022 Service Plan Online Open House and e-mailed comments regarding the 2022 Service Plan.

I'm excited Sunday service on the 535 may return.
Bus tickets given to non profits should be for all buses
Please bring back the Sounder North 4:05 run.
Please bring back the 3:15 pm S line Sounder ASAP also.
It doesn't look like there will be any changes to the 574 according to the chart, but I'd especially like to see more buses to decrease my chances of missing one, especially in the first four-five buses and the 12-2pm buses. I wish weekend service was the same as weekday service, we all mostly work weekends.
Please add a 577/578 southbound around 10:30 as I frequently miss the 10:00pm trip due to issues with transfers (from multiple other routes). Adding a stop for the 577/578/594 in front of Marlenes by Fed Way TC would cut my walking commute by 8 mins. As opposed to walking home from the transit center
I am a resident of the underserved Tillicum neighborhood. I would most appreciate more frequent service between literally any stop in Tillicum and the Lakewood Station. I would also love to see the 592 making a stop in Tillicum, at least on select routes, considered in the future while we wait for a Sounder station in far 2030. Presently my best commute option is driving to Tacoma Dome Station and boarding the 586. My follow-up, pending traffic, is Sounder S to downtown and transfer to Link at Int't District Station. Thank you for your consideration.
Looks good. Not mentioned here but I'm looking forward to the #512 truncating in Northgate so my ride from Green Lake to work in Everett will be easier. I still don't see much help for my occasional trip from Everett to my sister's house in Issaquah. Used to take the #535 to Bellevue then something like #271->#218. That's all pretty much a nonstarter without the afternoon #535 from Everett to Bellevue.
Route 577 provides add new trip leave at 4:30 am from Federal Way Transit Center request also to go to work in Seattle very earlier NOTICE!! It gives an opportunity just give us articulated bus own with route 577 and 578 both weekday and weekend also more on route 586 U District to Tacoma Dome via FWTC with articulated bus peak an opportunity NOW!!!
The South Sound I-5 corridor needs more frequent express bus service. As shown by pandemic ridership, there are many essential workers living in Pierce and South King Counties that need more service at nonpeak hours and on weekends. Thank you Sound Transit for prioritizing equity by making it easier for these essential workers to get where they need to go using express buses and shifting service hours where they are truly needed!
Looking forward to Northgate Link extension and better service to Snohomish County!
I have ORCA card through my work so cost isn't a factor.
I used to live in Tacoma, and the proposed service changes to the 590/594 are LONG OVERDUE. Prior to the pandemic, we couldn't believe Sound Transit wouldn't add buses on Saturdays when the aisle would routinely be full of standees! Reverse commutes into Tacoma are pitiful if your job is not downtown, though that is more the fault of the county transit district.
Would really like to see increased service between Gig Harbor and Tacoma, in both directions, throughout the day and week. Perhaps a short haul shuttle from Gig Harbor to Tacoma Dome station with regular round trips, instead of the full route to Seattle 3 times a day. Particularly when Link reaches Tacoma from both directions, that connection will be super valuable.
Sounder Light Rail on the N Line definitely needs to expand with mid-day service options. Right now it's only early morning and evening and that's not enough to get to and from downtown Seattle. And it's a waste of Sounder Rail resources not to use idle trains. I suggest that adding service will inspire more and new riders who are frustrated with the delays of getting into and out of downtown Seattle using I-5 bus options.

Looking forward to the day when COVID is behind us and we can once again move forward and not be so worried about sharing public space on buses and trains and in stations.
I am still unhappy about the changes to 255. It was one of the most popular lines. Standing room only every day (or even too full to board even with everyone packed standing). Having a direct bus from Kirkland to downtown Seattle was incredibly valuable. Removing that will only increase street traffic as people decide to drive instead of deal with the increase time and hassle required to switch to 545 before the bridge or light rail at UW.
574 needs 15 minute headways. Otherwise, in support of the changes. Thank you!
Link light rail needs more fare enforcement and security and every station.
Would appreciate cleaner buses and mask wearing enforced. Too frequently drivers allow people on without paying.
Route 550 still has very limited Park and Ride options. I usually ride Route 554 for this reason.
Please start the early afternoon train from Seattle to Tacoma asap to give us more options.
Safety and predictability of transportation mode on rail vs variable road/driving conditions
Establish a route directly from Tacoma to the East side of Lake Washington.
Please reinstate route 312 to provide more options for commuters into and out of downtown Seattle to the north and east side (kenmore bothell woodinville)
Keep the tacoma link free or if fares are a must combine with piercetransit monthly pass
Like the 590 changes. I had to use the 590 on a June Saturday and a July Friday, the new frequency is much appreciated.
Public transportation is so important in the area and yet it is so difficult to actually take. Parking, reliability, hours, I wish this brought more value given how much I'm dependent on it. Right now, it meets the bare minimum.
Try to coordinate #550 and #554 to stagger their arrival on MI rather than them arriving simultaneously to MI, especially weekends, evenings. Coordinate with Metro to expand #204 service to evenings and weekends so that Mercer Islanders can reach the MI P&R to take #550, #554.
Senior fares should be at 62
Bring back the 1509 train.
Sounder Train takes a little longer but is much more comfortable.
Please make one more southbound sounder train option in the AM! Currently, the last time leaving Tacoma Dome is 0700 and 0750! Please add one more departure!! Like 0725! ðŸ™‚
No Community Transit/Sound Transit bus routes within 2 miles from my house.
Adding the extra stop on the 592 at the Tacoma Dome and Busway in Seattle will add time to an already excruciating commute and turns this into the 594. The 592 acts as an express bus from the Lakewood area to Downtown Seattle. The 590 already provides express service to Seattle and Busway for those that want that. Please do not add the additional stops to the 592. Adding routes during the Morning and Evening commutes would be welcome.
I'm excited for light rail to connect between Tacoma and Federal Way!
WSDOT stats say you are still only at 25% of your ridership. I'm not interested in seeing you add services. I think you need to build your schedules to the demand profiles you are truly seeing and match capacity and routes to where the demand is, not where it wasin 2019. Don't waste taxpayer money by running empty services. Other than the light rail lines currently in construction you should suspend all other capital projects. Buses are way cheaper to add service than adding trains/building trains. You need to understand what the "new normal" is going to be with "work from home" and other lifestyle changes that are happening. For example, Sounder was convenient when I worked at Boeing's Commercial HQ (Next to Tukwila Station). Boeing is selling that facility and the train is no longer a convenient option (not to mention we are still not back in the office-but it will be a different location in the future). Take it slow and save tax payer money. I think we as a region will realize that that the grand ST3 plan is a giant waste of money for the region. There are some projects that could be beneficial, but most are just wasting money.

Returning to the full schedule on Sounder South will be a huge benefit. Equally desired is a consistent schedule, without regular delays or cancellations.
There is an increasing need to connect Tacoma to the Eastside (Bellevue etc). The closest option currently is the sounder to the Tukwila station, and sounder hours are way too limited to make this work with traditional work schedules.
I wish there was better options in Sunmer
I commute from Tacoma to Kent for work. The Sounder south is late sometimes, which makes me miss my connection to the 168 in King County. A more reliable, more frequent Sounder schedule would lead me to take the train more. The T line expansion will keep me from driving to the Tacoma Dome station. I wish there was a direct line between Tacoma Dome and Kent Station that ran all day.
I live in Sumner and would love local service to Bonney Lake during the day.
How is investing more money in one area "equitable," when taxpayers in all 3 counties pay into Sound Transit? What would help me is restoration of reverse peak trips on route 532, but it looks like that's not an option here. Baffling as to why. Meanwhile, people who work for a single employer (SeaTac Airport) get special treatment. Again, how is that "equitable"?
Pues me gustarÃa que cuando no va a llegar un bus le manden un correo porque aveces se le hace tarde para llegar al trabajo porque se queda esperando el. Bus y pasa mÃ¡s tarde
This would likely require assistance from Metro, but I would love to see increased bus service for Tukwila Sounder Station, which is currently only serviced by the F line. My work is about a ten-minute drive north from the station, but the only way to reach it via public transit is via two buses, which is a 40+ minute trip. Not being able to easily to get to work from the station is the main reason I've given up using public transit for my commute.
I have a friend who most of the time works late at the airport. He lives close to downtown Tacoma. In the past year I have probably heard from him 50 times where he had to walk 2 miles from TD Station to his apt in Stadium District. Running a later and more frequent 574 would help him and others who work late evenings at SeaTac.
It would be nice if Tacoma Link ran a little more frequent in the early morning. The hour of 5am-6am. I'm pleased to hear that the south sounder will be adding the 2:35pm Seattle to Tacoma train. All in all I'm pleased with ST buses and Sounder train from Tac-Sea routes.
Would like to see more sounder service for baseball /football games in seattle from puyallup.
I like the train, but parking is getting to be a problem. While the bus would appear to be a good alternative, the afternoon southbound traffic on I-5 around Fife to the Tacoma Dome is standstill -- even for the buses. If I am going to be in stop-and-go traffic, I may as well be in my car.
1) Since last summer, I have chosen to not ride the train because there has been little oversight on folks choosing to not wear their masks. I understand that it's a hard line to draw when you aren't sure of that persons situation. Though every morning I rode last summer, a ton of people just got on the train with masks and then just took them off when seated, for the remainder of the ride. 2) I do love the Sounder (soon S-Line), but the reliability has been a challenge with trains having maintenance issues, tracks with signal issues, to where I was consistently late for work. And taking an earlier train was a significant time difference, therefore I switched back to the bus, which I also love :) I'm really hoping that increasing peak hour train service will offer another transportation option along with my bus so that when issues arise, there's a bit of backup built in. All that said, THANK YOU for all that you do to keep us safe and running. It's been a very difficult couple of years. Take care < 3
N/A
I'd like to see the Sounder run on weekends. I'd also like to see emphasis put on areas south of Seattle in the same way routes are designed to cater to the Eastside of Seattle.
I currently work 10:30 AM to 0700 PM which limits options to get from the Federal Way transit center to my job in Seattle when telework is not an option.
Bring back the s line routes. Please
I always choose a train over bus because of the likelihood of a bus getting stuck in traffic. (Also I tend to get terribly motion sick in stop-and-go traffic, so whenever a train is an alternative - I'll be on it.)

All 590 buses should stop where it's needed to stop. I have been late to work a few times because some 590 bus drivers do not stop on the King street stop just because there are busses ahead of it. I work at Seattle Cancer Care Alliance and I get off on the very last stop for 590 bus. I rely on 590 bus a lot. I hope all drivers will not assume that buses go to all the same route.
More frequent ST Express buses between Seattle and Tacoma would be awesome. I have been waiting a long time for this.
I use the 510/512 from downtown Seattle to University District and Link mostly between downtown and University District, occasionally south to shop at Southcenter. I do not own a car so public transit is my primary means of getting around.
Please continue to keep rates reasonable. I pray that the mask mandate ends soon! Or I may quite my job and look for position in Seattle that I can drive to and park for free.
I take the 4 45 am 577, sometimes the 5 00am I transfer to the first of the day route 40. the transfers usually don't line up very good. reverse trip, from middle of lk union (Westlake and Galer) rt 40 usually around 2pm transfer to 577 or 578, total trip home is almost 2 hours. unacceptable that the transfers never line up correctly. morning time is 1 1/2 hours.
I like the idea of more 577/578 busses during the work day. Once masks and social distancing requirements are gone, crowded busses will resume. More busses equals less crowding.
The lack of alternate 550 stop during light rail construction at the Judkins Park station has forced me to commute by bike instead of by transit.
More rides on weekends especially between 6-9 am and 3-5pm
Wish we could use the cargo below the bus for luggage to the airport for airline crew.
Please restore full 595 schedule, bus is crowded. Bring back 102 and remove Tacoma dome stop from 595. Please!!
The pandemic has allowed me to find parking at Kent Station reliably. This wasn't the case prior. I would instead take a metro bus that took much longer.
I live so far south and getting a train either north or south at the times that I travel is highly unlikely as I'm either very early before 5am or it's later in the evening after 7pm and being as there's only 2 train's going north in the morning way after I have to be at work and 2 going south earlier than I am off work. It'd be nice to have an earlier train(s) going south and then more in the evening going north.
Have additional direct routes to University Of Washington campus.
Bellevue transit center to redmond routes are poor
None at the moment.
I'm very happy that the Link line to Northgate will be opening soon and that the 556 will be returning in the Fall!
n/a
thanks for the opportunity to be included in the survey
Prior to pandemic, I rode the bus 5-6 days a week, with no car travel. In the next few months, I will be back on transit daily. I recently moved and purposefully chose a place close to transit
Choosing train vs bus key factors are also train has better regulated air (ac & heat) + it's more comfortable and roomier. It would be great if another train ran before 2:35. If going into Seattle in the morning for non work activities, it stinks to have to wait til 2:35 before you can come home. I've done the Link instead, but Station is much further to drive to & travel is much longer. Lastly, more parking options needed at Kent Station!! I do not want to take the bus just to get to the Station because there is no parking. It takes too much effort to piece together all the transit modes just to get to Seattle. Bus to Station, train, Link to city!!
Adding the Tacoma Dome stop to the Lakewood bus route will make it a MUCH worse service. It is currently a fast and efficient way to get to Seattle for the commute. The goal of better connection to the Tacoma Dome is a good one but should be done in a different way (and indeed can be done already using the train). PLEASE don't do this change.
Please restart the service south (sea to lakewood) at 3:15

This proposal looks great. I am concerned that the focus on midday and weekend increases (which I love because I travel mostly off peak) will lead to overcrowded trips and a reduction in reliability. And if the morning peak is unreliable, it will drag on all day.
New frequent service map looks pretty good - should look into whether implementing frequent service on the I-405 lines before Stride could be possible. For the Demographics part, should start asking if people live in house with roommates, many people are technically a one person household, but have other roommates who are also one person households in the same building.
Keep expanding - the more the merrier!
We need a better transition from the 541/542/545 to Link Light Rail. Why does the Link Light Rail drop you off a half a mile away from the airport?
Did not ride the buses or train during the Covid 19 pandemic, hope to get back to more usage. I use the train or bus mainly for trips to Seattle. and the air port.
Would like to see more Sounder trains on the reverse commute, especially to Everett
The sounder trains were becoming very unreliable before the pandemic with many delays and mechanical issues. The maintenance and reliability of the train is very important to me. Please make keeping the trains in proper function a priority.
I am VERY worried about safety on transit. I no longer feel safe from other passengers.
I would take the bus because it gets me closer to my destination, for less money, more quickly. The first train arrives too late. I would use the same parking garage as the train at Lakewood. Have to drive without the early bus. Health care worker.
Sounder with is awesome! Adding a couple round trip on Saturday would make trips into the city more enjoyable.
Please make sounder south an all day service!!
Prefer Sounder over bus when possible, just because Sounder is so much nicer of a ride.
Increased early morning routes are critical for healthcare workers.to make 630 shifts.
It would be nice if the bus came every 15 minutes. It would make getting home faster. Especially on weekends!
Please add more S-Line trains later in the morning and later in the evening. Thank you!
I wish the Sounder train would operate more hours than the current commuting hours, especially into the early evening.
I commute from Lynnwood to Seattle and back to Lynnwood to work for events that extend pass midnight. Please keep the sound transit bus 512 services run frequent pass midnight 7 days a week from downtown Seattle to Lynnwood. Thank you.
Please have room for luggage on teh 574 route to the airport. I would love to recommend public transit to folks, but I find getting any sort of luggage onto the 574 is often quite difficult.
I'm really disappointed that you're not considering bringing back the reverse commute 513. This bus, if it existed, would help me immensely with my commute to work, especially considering that I don't know if my vanpool will survive.
bus schedule does not match train time and having to wait at certain times of the day are not as safe as others. I work 12 hr shifts and when asked to arrive for early or late shift the transition times can be un-nerving due to the safety of a bus wait station or lack of security at the train stop.
Depends if the bus is a low floor which I currently ride or an mci which I don't ride cos their not equipped for all types of power chairs. Also becoz I don't like em
One late evening train: I really wish there was just one later train going NB on the S Line, not just for commuters/workers who get off later than 6pm, but for those who fall asleep on the train or have headphones on and miss their stop and can't get home! It happens way more than you'd think! I've driven a few strangers home and wasn't as lucky when it happened to me, the long walk at night with a dead phone being a tiny woman was not fun! Thank you!
safety and security especially on the trains is very important to me.

The future Light Rail Link availability (from Tacoma to SeaTac, and into downtown Seattle (for local Bus connections throughout Seattle, and Light Rail Link transfers to Bellevue, and eventually to Everett) will relieve and replace current I-5 express bus usages!
Light rail headways need to be no greater than 15 minutes during any time of day. Especially, with T link, it's not worth waiting if you have to wait more than 5-10 minutes. With light rail, you need to be able to just walk out and catch a train within a few minutes. Needing to consult a time table defeats the purpose of transit integrated into lifestyle.
PLEASE bring back the 567 bus
Because of the pandemic, I will not take public transit again. Sorry.
Restoration of the number of trips will be of great help. I used to take the early trip out of Seattle in June 2020 as this is most convenient for me. I am sure a lot of other commuters will be pleased with this plan to restore the 13 round trips. Thank you.
n/a
Please keep 577 and 578 when LRT service begins in Federal Way. Train is uncomfortable and stops too often
Please bring back 567. 566 takes longer more stops. Also make 566 towards auburn run until 8 pm.
People are going back to work in Bellevue and the 566 is not going to be efficient for timing to make the train in Kent. We need the 567 back to match up with the train.
More parking is needed at sounder Auburn station. I do not live within city limits so cannot buy a garage parking pass. I am at the mercy of what's left. Thanks!
Having a restroom on Sounder South is a key factor why I take the train over the 590 or 592 buses. It also is a bit easier to distance on the train. As a Thurston County resident traveling to Seattle's Capitol Hill multiple times per week, I would be willing to pay a premium for train service from DuPont (which is in the works but not for about 20 years). Directly connecting Lacey or Olympia to Seattle via commuter train is something I would be willing to fund and support publicly.
please bring back the 567
It would be helpful if between 5:00AM and 6:00AM busses came every 30 minutes, same for between 6:00PM and 7:00PM. For people who start work between 7:00 and 8:00am it would be helpful to have more suitable times in the morning, rather than having to choose between arriving over an hour early or 20 minutes late. Thank you.
I would like to be able to take the Sounder South line reverse commute to Seattle and transfer to the Sounder North line to Everett which is currently not possible.
Reliability and availability are critical to me. The other thing is that Sounder has restrooms which is a great asset for longer travel.
How will the new light rail service between U district and Northgate, Lynwood and Everett going to impact other services? I would rather take light rail to U district than a bus. But I will still need a bus to get from Edmonds to the Lynnwood transit center.
every 30 minutes is TOTALLY inadequate. This means one always misses the transfer. If the service is going to run like buses from the 70's the timepoints need to match. It already takes more than an hour to get from the UW to BotHELL, missing the transfer turns it into almost 2 hours to go 10 miles. I am so disgusted with the lack of service to Bothell that I will vote NO on any transit measures. Taking the rolling homeless shelter, Metro 372, is not safe for anyone with underlying medical conditions because masking is NOT enforced and the carts of filthy bedding that are allowed on present a public health hazard.
Sounder south line needs to serve sporting events later in the evenings and all Saturdays!!
I'm hoping you can add back the mid morning train between Lakewood and Seattle, and also the Mariners train on Sunday home games.
Keep the 522 route and its stops in Seattle. I use it for work and I have to go to Kenmore and Seattle.
I have been without bus service near my home since the elimination of Route 71. I am 86. Walking 10 blocks to a bus stop is not impossible, but time consuming and wearying. Driving to a bus stop destroys the advantage of bus service! Currently, I have no idea how to get to a light rail station by bus, because I don't know what bus

would take me there. Currently, I drive myself, and then only to places that have parking available, a rarer and rarer thing. STUCK!!!!
It would be nice to have a link from one of the Sounder stops south of the Sea-Tac airport, so we don't have to travel north past the airport to arrive at King Street Station, then have to walk across the street and around the block, and then back down to the link/bus line station. It would be nice for us who live south of the airport to have a connector link that runs frequently.
Please maintain Route 586. I much prefer the bus to light rail. It is more efficient, safer, and cleaner. Thanks.
Please show the Capital area some love! It's booming! Lacey, Olympia, Tumwater... There are few options for us to even get to the only airport that serves us.
I need more frequent service and quickest possible transfers. Transfers at Link stations like UW take too long!!!!
The 560 bus is critical as I must return to in person work at UW. This bus takes me from my park and ride to Bellevue TC which allows me to connect to my next bus to UW. And this bus takes myself and my mother from Newport Hills Park and Ride to West Seattle and back. It also is an excellent option for many travels who need to get to the airport. Accessibility must be more often than once an hour. Thank you kindly!
I think adding 592 to Tacoma dome is stupid. U already have 595, 590,594 do8ng it. Let Lakewood/DuPont stay on the freeway without the dome. Also don't put it in sodo that takes to damn long leave as an express u already messed up 595 by making do the dumb dome.
Before I retired, I worked at the airport and rode transit every day. Extending the hours of the 574 would have let me use that route instead of taking the A line and walking 1/2 mile to the Park and Ride I parked at.
Please increase bus route from Brickyard Park and Ride and Juanita area - going to downtown Seattle, University District and UW Bothell.
I find the buses to be very comfortable, more comfortable than the trains, but the buses get stuck in freeway traffic (especially the Fife curve) and the train doesn't.
In comlarison to the public Transportation in ny hone country Germany, the system here is verry bad and push people into using the car more.
It would be a dream to have one sounders train going north and south on weekends. As a UW student who has a hectic schedule, taking the 578 bus to visit my family on the weekends take too much time than I like. Sounders would cut down the travel time and would also help more visitors travel to greater Seattle area on weekends.
The 560 route should stop by Factoria because that is a key shopping hub, home of T-Mobile headquarters, and right along the route.
I love the Sounder over the bus because there is usually more room and it's more comfortable. On the bus I have to put up with people glaring at me if I need to ask them to move their backpack, etc. Thanks!
Have not had the opportunity to ride the Sounder train yet due to it's limited operating times. Would like to ride the train to Seattle and beyond for day trips; I am a retired senior and don't like driving any more than I have too. Thank you for the opportunity to comment.
Can I get couple ST express Free Ride Coupons?
I want to be able to see better service as for the community transit and sound transit service goes. Like for an example the route 196 community transit needs to be improved a lot by having it run earlier in the morning hours like 5am to 6am and running every 10 to 15 minutes all day until maybe 11pm or midnight or so? I know that is a lot to ask for but this route is impossible to some times get to with the current timing and more it runs and the same should honestly go for all the other routes for community transit and sound transit and also to be honest here I feel like you guys at community transit should put better stops in the Edmonds area as well for the route 196 and etc.
Thank you for Link Light Rail; I'm very keen to go to Roosevelt when the station opens.
I would use Sounder more frequently if trips increased beyond pre-pandemic levels to provide more options during non-peak times and on weekends.
When will 522 connect to light rail to Seattle?
I wish the Sounder ran like it does in southern Florida. All day every 45 min.

I usually take buses to work but I am not sure which of my bus routes will be running in the Fall (Sept/Oct 2021). I am considering taking the train from Tukwila to Seattle (and switching to light rail to go to UW). My other way to/from work was Route 167 or Routes 560/566 and switching to 556.
The early morning 592 is a commuter route and adding the Tacoma stop would not be helpful for commuters. Morning commute or mid-day would be a reasonable addition.
Please do not truncate the 512 at Northgate to switch to the light rail. Just keep the 512 going to downtown until the Lynnwood transit center station for light rail is open then truncate it there. Otherwise there is no reason whatsoever that I won't just drive to Northgate from Lynnwood and I'd rather park at the Lynnwood transit center instead...
Please keep the 592 Express route as it is! Or at least have an Express and a Local similar to what NYC Subways do. There are a LOT of us that come from the south and don't need our rides extended any longer. Additionally, a mid-day express route or Sounder train would be VERY helpful. A lot of us are landlocked mid day in Seattle to get down to the Lakewood station unless we take the 594 which takes a considerable amount of time. Just one lunch time offering would be greatly appreciated to increase peoples flexibility with schedules.
Sounder Service needs to run like The Coaster and Caltrain during the daytime and evening. To have that much equipment just sitting is a waste of taxpayer dollars and a dis service to the people of this region. Service in each direction every 90 minutes is not that rediculous to expect and the last train in each direction on each Sounder Line should leave Seattle either at 11:30pm or 45 minutes after the end of a game wirh the last departure no later than 12:30am. Service should be every 90 minutes on weekends too with a 6:00 AM start on Satirday and a 7:30 AM start on Sundays and Holidays. Then more people would rids as the ride is smoother and faster than bus service. Use 3-5 car trains to save wear and tear on equipment and expenses.
Sunday service should never be less frequent or have shorter hours than Saturday service.
Evening commute time should extend to 7pm or not have such a drastic drop in frequency at 6pm. Workers who don't make the 6pm cut-off time suffer extended delay.
Early morning commute on weekends till a later mid evening.
I would like an ORCA app on my phone to manage my cards. The website is clunky.
I am very NOT happy about being forced to use Link Light Rail when the Northgate station opens as a commuter from Everett. The downtown stations are trashy and feel unsafe, are less convenient than where the bus currently stops, the light rail is notorious for problems and in all likelyhood will INCREASE my overall commute time.
Please schedule the buses so that several buses running do not arrive at my Bothell stops all at the same time.
i use Link for traveling to lunch, shopping, banking
I love the service increases and want even more
Need more security personnel at Tacoma Dome garage and after Mariner games at busway and Royal Brougham.
Please use some of the money to return regular ticket checks to light rail service.
Access to overlake is very important for me. Even when buses reach 40th St Freeway station, movement between there and the rest of the routes and area around microsoft campus is very challenging.
There is not enough Park and Ride parking so it is not possible to ride the bus as much as I would like
That route 592 Dupont-Seattle, increases weekday service during peak, offer more reverse peak trips for riders, and possibly more midday service and midday service during midday cutter only between Dupont and Tacoma Dome Station. As well, from Lynnwood and Everett to Bellevue and vice versa, to increase more weekend service and peak service to more destinations, places, parks and workplaces. Finally, to increase reverse peaks, and ASAP, or by 2040, have Sounder South service to Dupont station, have more connection between Dupont and Tacoma, Dupont and Auburn, and Dupont and South Hill and JBLM base, to increase more service and introduce new service.
544 if it ever starts should be rerouted since the Amazon district will cause too much delay.
Please extend the Tacoma link up pacific ave to serve the neighborhoods there.
More routes between the city areas such as Redondo area, and Transit Center/light rail station.

I don't live anywhere near train access, so Ive never ridden it. I will only use transit if it is safe, fast, and takes me where I want to go.
It used to be easy to get from the eastside to UW but it is no longer so I no longer take the bus.
I currently live in Lynnwood, and work at UW. Will be moving in a few months and I'm considering the Woodinville/Redmond area. I hope the bus from Redmond TC to UW will continue. I will only move to an area close to Sound or Community Transit service, and I always avoid transfers when possible.
I pay hefty RTA tax but do not see any service improvement for commuters in alderwood manor, 522 is a joke. Always full, no parking at Kenmore park and ride or along the route in Kenmore, now it goes through congested lake city with no dedicated bus lane and I'm forced to lose time transferring to light rail that doesn't take me to south lake union or Queen Anne. So I have a choice of 45 min door to door in the car or 1.5 hours on public transportation. I'd rather spend my 1.5 hours saved with my family or making money so that I can pay your rta tax.
I would love to have consistent S trains on weekends so I can take public transit to Seattle for sporting and other events.
Please build second garage in Auburn! You're losing ridership due to lack of parking.
I miss the monthly bike lockers at Edmonds Station, these should be re-instated, and/or install a free covered bike parking. We need free covered bike parking spot more places. I don't really need a locker but would like my bike covered. I really enjoy my Sounder North and plan to use it more now that work is opening back up. I feel mixed about it though as ridership is so low, and with sea level rise. I would ride it more but I struggle with logistics. I need my bike to get to/from Edmonds station but can't keep my bike at Edmonds station. I also don't always take sounder north home (will use company vehicle, bus, or get a ride). So I often don't take sounder north because I have this bike with me.
I would start my train ride in DuPont or Thurston County if it was available. Not having to drive thru JBLM would be fabulous. Loved riding the train, miss my train people and the conductors and station agents.
You're survey is flawed. Please review the number of choices given that a commuter would choose, for S Line restoration early 2022 to Sept 2022, compared to options given about this in a previous question. Additionally, you don't define what 'peak time' is for those considering public transit.
RT 214 was very convenient. Please add it back
Evening 578s were sometimes way overcrowded because smaller buses were used.
Please do not reduce early mornings or evening times as those are critical for me. I have not used transit during COVID AT ALL but will need to when returning to work. Thank you
Running extra/special service for Sounders/Seahawks/Mariners games would greatly improve my ridership experience. Knowing that there would be a 554 leaving ~15-20 minutes after the conclusion of a game would be fantastic and prevent me from driving to these events.
Stop charging car owners money to pay for public transit. We aren't the ones using your nonsense: we own cars. We shouldn't be paying for your services. Charge more on your fares to make up your cost overruns & pay for the service you want to provide. Stop being thieves.
I'm looking forward to the Tacoma Link extension. I'm afraid that it's convenience will lead to my being gentrified out of my neighborhood and out of the Tacoma Link service area.
Would love to see a return of the 11AM northbound train from Auburn Station to Seattle so people with the day off can go see a movie at the downtown IMAX theatre. A weekend service of this train would be a godsend for people in the south end who would like to shop or see a sporting event over the weekend without having to worry about parking.
Na
I recently moved to Tacoma from Seattle. I'm currently fully remote, but expect to be back in the office later this year. My work has somewhat flexible hours, as most in tech do. Very few people arrive in the office by 9am. I was pretty shocked to see that there are no later morning trains that arrive in Seattle after 9am. Please increase the schedule to serve later morning times northbound. I am by no means the only newly relocated tech worker. A lot of us would prefer a later morning schedule. Thank you!
Late night frequency expansion would be nice. I don't like waiting for bus downtown. Seems less safe than before

Thank you.
Please keep a bus which runs from Federal Way tp University of Washington. Thanks
Thank you!
532 evening time table at Canyon Park is unreliable:bus often leaves more than 5min prior to posted time, screwing up trip planning. Additionally there is too little sub-30m service to S Everett Fwy Stn after work from the south (except 510 which is very much out of the way anywhere north of 522): if 512 trips mixed in between last few 510 trips (or simply more frequent 532 trips), it would be much, much better
The additional stops for the 522 at NE 120th Street (both directions) have made it much easier for me to reach that bus. Please keep them in service.
Can you add a more efficient route from Tukwila Sounder station and Valley Medical Center in Renton, WA. Thank you
Please increase service to every 30 minutes between 6pm and 8:30 pm on the 535.
As long as the above proposed new Sunday service is put in, you'd be saviors.
I think the Link Light rail should be branched out more in North Seattle. It's difficult to get to a link station when it is so far from the edges of north Seattle
The Boeing Everett sites are relatively inaccessible with 513 not running both directions. If possible, expanding service to run both directions would allow me and other 1st shift Boeing employees to use Sound Transit to commute.
Improved Transit can help improve the environmental health in all of our communities as it provides an opportunity to reduce carbon dioxide emissions.
Please add earlier trips to Seattle on week days & later in the evening.
It really unnerves me that your fare police are borderline harassing people and delaying transit trips. Pre and during pandemic.
Please please please please add more public transportation to Sammamish all day to go to neighboring cities easily !! It is unbelievable and particularly shocking that there is literally no public transportation in Sammamish! There are a lot of people who would use buses or light rail! Enough bike lanes, most people really absolutely don't care about bike lanes!! Why is there nothing in Sammamish in terms of buses at least, and nothing is planned either? Why only issaquah and Redmond? Why do they get everything and nothing is extended to include Sammamish? Why are people punished because they live in Sammamish and have to rely on cars? Why can't teens go to movies or town centers or malls by transportation from Sammamish? Why are we left out of all the networks all the time? It is utterly unbelievable and I see that the bus service is staying limited in Sammamish for the coming years!! Why why why? Please add regular bus service so we take our cars less, we are people like the people in Redmond and Issaquah and we are totally ignored and left out. It is disgusting and unbelievable and disappointing. I grew up in the suburbs of a big city in Europe and starting at 13-14 years old and always after, the bus was always our main means of transportation to go places. Here Sammamish is just left out and not even considered. Don't tell me it's because of the slopes to get on the Plateau, like buses and trains don't take slopes in Redmond or Issaquah or elsewhere in the world, there is just no consideration for people who live in Sammamish. There has to be a bus to circle to Bellevue through Redmond Sammamish and issaquah, regularly and all day, please!
sound transit LIED to us last time and and raised our car tabs to more than the resale value of some cars. I will vote NO on anything sound transit presents. Close your doors, shut down, and let reliable trustworthy people replace your system!
Flexible, 7-day a week "S Line" Sounder would be ideal however maybe unattainable now. Also a closer stop and schedule flexibility to be able to use the train to and from work in the Seattle Georgetown neighborhood would make me a regular rider. A "T Line" streetcar extension to the Proctor district in Tacoma would be nice.
I live in redmond and I would like to see more buses that can take me to redmond.
Please name the new Link station at 272nd "Star Lake". "Star Lake" is a good name because it's short, had few syllables and has a pleasant sound.
Far too much service is duplicated with rail - all southern service (59x) should terminate at Angle Lake station (or possibly SeaTac), and the 510 should terminate at Northgate. This would then allow frequent all-day service on

the 578/594 and maybe even all-day service on the 592/592. As it stands, frequent all day service should be the priority for all locations, not 1-seat rides.
So frustrating that Seattle wants people to come, wants them out of cars, buy I have to drive so far, fight for a parking space (pre-pandemic) and then pay to get into Seattle or even Belleveue.
Westwood Village needs SO much more frequency. Its so convenient to launch a trip from and return to but its hard to get out of West Seattle to Renton, Bellevue and a Sounder Train
My primary route is 522, which is being changed in September, but not in 2022.
Clean buses please
Overall the plan looks pretty good, with some really nice ST Express improvements (best first: Sunday service on the 535, 30 minute weekend service on the 535 & 560, frequent 7-day service to Federal Way and Tacoma). However, there are a few things that I feel it doesn't do very well on. It's quite surprising that considering Metro is going to restore all of its fully-suspended routes in some form in 2022, Sound Transit won't restore any (except the 556, which is significantly changed in fall 2021). These routes were suspended for good reasons in 2020, but things going back to normal and workplaces starting to dip their toes back into in-office work, I think it's time to start evaluating bringing back the (supposedly temporarily) suspended routes. Metro is assuming nothing except an increase in demand of some sort, and is (wisely, in my opinion) restoring all routes to levels it can support to be prepared for whatever comes its way. Sound Transit is doing the opposite. It is assuming that the demand for currently suspended service won't come back for *all* of 2022, an assumption that seems dubious at best (and seems to parallel the original assumption that midday Link headways would stay at 15 minutes through 2021 and into 2022, which ST has already backed off on even before the fall service change). In my opinion, the reasons for restoring service (from most important to least important) are as follows: 567: While 100% redundant with route 566, there are a few reasons that this is important anyway. 1: It extends the reach of Sounder. Being a Sounder connector that connected to every trip, it allowed people to take Sounder not just to Seattle, but also Bellevue and Redmond. Used in conjunction with other Sounder connectors, this would allow commutes like Bonney Lake to Bellevue, or South Hill to Overlake to be possible on transit with well-timed transfers. Sure, it's *possible* to use 566 for this purpose, but the lack of intentional timing and additional travel time makes this less practical for Sounder riders. Reason 2: Route 567 got lots of ridership pre-pandemic, with morning buses filling up *all the way* and leaving riders waiting for the next one. This is when duplicative service really makes sense, when you have a particular need that a direct express bus can fulfill for a lot of riders. While ridership may not be at that level now or even for a long time, a substantial fraction of that ridership may materialize in 2022. In that case, I think it's wise to be ready for it, rather than risk having route 566 be overloaded or discourage potential riders from going back to transit. 544: This is a route that was designed to meet the growing needs of the South Lake Union neighborhood. While predominantly tech-oriented on both ends, ridership naturally plummeted in 2020 since those people could work from home. But both Amazon and Microsoft are moving to partially in-office work, and Sound Transit's message for route 544 riders is essentially "you don't need route 544 because you can take 2 buses (or 3, if going end-to-end) to get where you're going," which completely misses the point of the route. Sound Transit knew that SLU demand was growing, and it still is, just from a smaller baseline due to hybrid work. At what point is it worth going from no service to some service? Even a partial restoration at 30 minute headways would be a lot better than nothing. 555: While there's not much point to this anymore since the Issaquah part was removed a few years ago and the Northgate part will be replaced with Link, this has the potential to be useful if and when the 271 gets packed again and starts seeing slowdowns in Medina. But this one isn't so urgent. 541: This one is the least important IMO. It was originally going to be replaced by the 541 anyway, and I think ST can do fine with just making sure that the 544 and 542 are timed well for a transfer at RTC Station. Lastly, I think there is a missed opportunity here to speed up Lakewood service. Currently, the 594 loops around downtown Tacoma from I-705 before heading to Seattle, and this adds a ton of travel time. When I used to ride it on Sundays, I found that taking the 574 (because it has just the one stop at Tacoma Dome Station, rather than the big loop) and switching to the 577/578 at Federal Way TC was a little bit faster. With all-day headways to Tacoma improving to 15 minutes, this presented an opportunity to speed up Lakewood service by introducing the 590 to downtown Tacoma every 30 minutes, and run the 594 to Lakewood every 30 minutes in between, and run the 594 with the one stop at TDS like the 574 (and maybe even have the 574 do the I-705 loop instead of the 594). Instead, it looks like the I-705 loop is here to stay, and peak service will actually be made *slower* by adding

Tacoma Dome Station and SODO stops to route 592. Having peak-hour Lakewood service no longer be non-stop from Lakewood to Seattle just as WSDOT finishes the HOV lanes through downtown Tacoma seems like a bad move. If DuPont to Tacoma service is in that high of demand, then I think it would make more sense to time the 592 to meet the 574 at SR 512 P&R, for easy transfers. This would work particularly well if the 574 took the I-705 loop from the 594 as mentioned earlier.
Solutions to parking limitations around park and rides/stations need to be maintained. Full lots becomes problematic for continued use.
I have often arrived by plane at SeaTac Airport around 10 p.m., and next bus 560 to Bellevue isn't for another hour, so I take Light Rail to Seattle, then bus to Eastside (also chancey at that late hour to get home in a reasonable amount of time and safely. I think demand is there to have ST560 run every 1/2 hour until 11 p.m. or even midnight. Not everyone can afford a $60 Shuttle Ride or taxi. If I can get to Bellevue TC, AND connect with B line, then KC Transit 245, I can get within 5 minute walk of my home. If not, I may walk yet another 45-60 minutes in any weather. Not pleasant or convenient after a very long flight!
I do not like public transit, it doesn't cater to people with anxiety issues. I am tired of having to spend my money on things I will never use
Please bring back route 113
Redmond to Bothell / Lynnwood is difficult by public transit
Yeah, thanks for screwing me over on my car tabs. Never will I use the rta.
Please get the light rail to West Seattle...
Would like more accurate schedules available online. Currently use a 3rd party app. Upgrade gps tracking system on buses. Most of my time is wasted waiting for buses because schedules are not accurate.
Safety is also a concern when I'm choosing a bus or a light rail
The city of Renton to Seattle is always left out for early morning or late services. Bypassing Renton for the train on the way to Bellevue was a huge disappointment.
There is currently a severe homeless and drug addict problem at most stops. These stops include the swift line, ash way park and ride and especially downtown Seattle in and around 3rd Ave.
What a tremendous waste of tax payer funds
Please maintain or increase the frequency of service between Seattle and Tacoma. As this corridor becomes increasingly developed and connected as a metropolitan area, more transit opportunities I think would benefit businesses in both places (e.g. more accessible day/weekend trips for tourists, etc.).
Please restore trips going north Tacoma in pm. Having only one option is not working and if there are any train issues your stranded.
Recently moved from Seattle to Tacoma. Pierce Transit covers most of what I need, but I am having trouble adjusting to much less frequent service. I am looking forward to the Link service to help with this.
I'd use light rail a lot more if you built parking with the stations. You'll never have a station in Madrona and it doesn't make sense to take two busses just to get to the train.
I'm retired and take transit mostly to connect with urban hiking destinations. getting to olympia from seattle or from that matter from tacoma/lakewood/dupont via public transit seems undoble except by the rare train.
Burien needs a light rail spur. Why this was not planned for is beyond me.
Please add West Seattle to Bellevue. There are many commuters in West Seattle who now have a nearly impossible commute with no bridge and no reasonable public transit options.
With the pandemic, I have been at home much more often than normal, which is why I have not taken transit in the last three months. But before covid I took it every single day. I would love to see improved weekend service in the Eastside. Especially near Bothell almost everything except the swift is weekday commuter only. Having Sunday service on the 535 and more frequent service down the 405 corridor would make a huge difference for me.
I currently live almost exactly between the Othello and Columbia City Link stations. The continued delay of the promised Graham St. Station, this time during Realignment, is a huge disappointment.
That bus routes 535 and 550 start Saturday and Sunday trips at 5:30AM, in order to have one or two more early morning trips in the weekend and accommodate passengers for their early morning jobs. As well, on route 560

to increase to 15 minute frequency drying peak by Spring or Fall 2022, for more service to the SeaTac Airport, Westwood Village and Renton Landing workers, school students and entertainment activities. On route 592, to increase frequency and expand hours of service, including midday service every 30 minutes, all trips 592 from Dupont and more reverse peak trips. Maybe considering weekend service by Fall 2023. On Sounder South, to accelerate rate of work to have Sounder to Dupont by Fall 2039, more trips and capacity. Finally, on Tacoma Link, to start service on both Saturdays and Sundays from 5:15AM
The more frequent and fast transit is (grade-separated, every 10-15 mins, etc.) and the more places it goes to (inter-city and inter-neighborhood), the easier it is for me to get around Seattle and the surrounding areas. If I miss a bus for an appointment and have to wait 30 mins for the next one, the less likely I am to use transit to get to that location the next time I have to travel there.
You should increase rt 590 frequency after 6pm. You say proposal is 15 minutes all day, yet the proposed column still shows 30 minute frequency after 6pm. I often ride between 6 - 8pm and busses then are sometimes infrequent and full
I take the 574 everday to and from work is it possible to start charging people who have multiple suitcases or bags extra fare as those bags take up seats that people need to sit in it makes senses and would also help a bit maybe with revenue.
Please bring back the 555 route. I live in Lake Forest Park, my son is in Daycare by Haller Lake, and I work in Bellevue. The 555 would help my commute SO MUCH.
Buses only running 1x hour in Edmonds too little, need 2x per hour please
I avoid buses. I only travel on Sounder N and Link Light Rail.
please bring back route 214
There was mention of ectending the 577 to Auburn for layover, which would increase the number of trips to downtown.
Give us evening trains. I hear they want to revitalize downtown ... hard to do if the last train leaves at 6:30 pm. I want to stay and hang out in the city ... but the schedule forces me to leave the city.
I love the Sound Transit express busses, but, they only have limited connectivity with KC metro for late night and weekend travel. I think that needs more improvement, since there is no parking at the Park and Rides hardly ever unless you get there at 5 AM
Please expand bus service in the Renton area, especially during peak commute times.
A primary concern for riding transit for me is our houseless friends and neighbors. It does sometimes feel unsafe waiting on transit, especially with what is happening around King County Court house and other places in that neighborhood.
I used to take the 255 bus from South Kirkland into downtown Seattle. Right before the COVID-19, this option was eliminated and I now have to transfer to either the Light Rail in Seattle or to to the 545 bus. This adds extra time and reliability issues which has caused me to drive into Seattle instead.
Please improve service times and connection for Sounder S Seattle South Hill/ Graham
It would be great to have weekend Sounder train service for random trips north rather than only for special events (Mariners/Seahawks/Sounder games).
I almost put strongly disagree for 30-minute busses, 10-15 minute gaps along major routes with frequent transfers would be far better. All it takes is one bus from community transit or Sound Transit to be delayed and I can end up losing between 10-30 minutes of time. As a result, of infrequent arrivals and the 3-4 transfers to get to Seattle, 2 transfers to get to downtown Bothell, or 3 transfers to get to Kenmore/not have to walk a mile to Bothell makes reliability dog shit. I have biked to Seattle, approximately the same distance the bus would travel, at 15 mph, and as the average speed of commuter buses which are supposed to ferry people to and from work get around 13-14.5 mph average. This travel time is also further reduced if there is a delay, this means in the best conditions I should bike, but I cannot always, and I really cannot do so safely for that distance given inadequate cyclist infrastructure, the increased frequency would improve reliability. Extending connections along Bothell Everett Hwy by working with community transits Greenline, to have an additional BRT line that stops along Bothell Everett Hwy as opposed to routing to canyon P&R. Then continues to downtown Bothell, before turning around to go back North along Bothell Everett hwy would allow users to choose between the 535-512-Link and Greenline-522-Link. If the bus schedules were staggered, then commuters to Seattle would

effectively have double the frequency of arrivals, by increasing the frequency of one line and staggering the transfer arrival times accordingly. In addition, it would balloon connections to recreational regions and services that are in downtown Bothell, which currently take between 22-30 minutes for a 4-mile trip. This is part of the Community Transit region, however, the hardline transfers due to jurisdictions have significant effects on usability, and increases in local transit connectivity will not only improve what transit can be used for (increasing demand) but also provide more route flexibility (which increases demand) which increases reliability (which increases demand). Roadways have proven that induced demand exists, there have been many occasions, where if I only needed to wait 10-15 minutes for a bus I would have chosen transit, unfortunately, if I run into any sort of delay I can end up running up to 1/2 an hour behind, this has a massive impact on the practicality of transit. In the last month, there have been 6 occasions where if this route had been available I would have used it, but due to reduced midday bus routes and transfers which massively increase travel times especially during the midday and make planning harder, I instead either biked along a dangerous road or paid for an uber. Please, please, please let me give my money to transit and not uber, by increasing connections.
light rail is not practical for Sammamish residents as I fear parking will be an issue and the bus service is sporadic at best. Light rail from Redmond to downtown seems like it will take longer than the 545 bus which is easy to walk to and close to my work. Not sure how useful light rail will be for me as neither trip is close to my destination/boarding point, to be honest.
Looking forward to the completion of many of the Link light rail extensions!
The proposed 550 changes barely affect my use of 550 except for increasing frequency on Sunday. That would be great. After light rail comes in to Bellevue, I think the 550 will go away?
Please do not change the 522 route. It is the only bus that goes straight from kenmore to downtown. I do not feel safe transferring to the light rail, especially since I work downtown and the stations are unsafe
We need a northbound train around 9:30-10:00 AM in the S line!
I've been taking the 574 to/from work since 2008 and it has greatly improved my quality of life. Thank you for the frequent and reliable service.
I'd like a route between UW and Fremont and Queen Anne. The 1 Link should run more often on weekends. There are already a lot of people on it.
Problem is getting to Transit hubs. There is little parking so must arrive early to get a parking spot. There is no transport from my house to the hub, meaning I drive half the distance to work to take a slower crammed full bus route so why not just drive into work? Pre pandemic the bus route was overloaded after work coming home the buses stopped taking passengers making it a 30-60 minute wait to get on a bus coming home which does not show up in the rider numbers as you DID NOT get on the bus. Other problem is no transport around the suburbs it is all suburb to Seattle, going from Redmond to Bellevue is 60 minutes, which is almost the same as going Redmond - Seattle - Bellevue.
I work in Westlake area. I do not like taking the Sounder bec you have limited the amount of cars in the North and no space to sit. Also drops off and starts in Int'l District - requiring me to catch another bus (which is full) to go through downtown to get to work. If you get off at 5p - there is no way I can get down there (w/events and traffic) to catch the train home. Even if I get off at 4:30p it is iffy. Light Rail? Great get off at Northgate and then fight & WAIT (will there be enough seating room & coverage bec of bad weather?) to get on the bus to catch going to LS or Everett? The bad traffic is from Northgate to Everett - nothing gained.
It's bad policy to charge cheaper fares for buses than trains - when the trains are operating there should be fewer buses on the congested highways and riders should be encouraged to use the trains. Don't duplicate the service and charge lower fares on the bus.
Very excited at the increase in service for 577/578
Please extend sounder hours beyond commute times. Buses are prone to get stuck in the 1-5 traffic and south sound needs the reliable and frequent rail option until light rail connection to Tacoma.
Wish the 560 would be extended to Alaska and Admiral Junctions.
The current Tacoma LINK hours/frequency in the evenings - and ALL DAY on Sunday - as well as the proposed changes, is definitely a negative. Many times, I find myself walking nearly the entire route as it is faster than waiting for the lone LINK car, or even driving from one end of the route to the other. When the Hilltop

extension is complete, I don't feel like the 20 min proposed frequency would be a benefit to the business districts or residents around the lines.
Experiencing the added delays with 594 traveling through tacoma, adding the stop at Tacoma dome station might create additional delays that would compromise time efficiency on route. Streamlining to serve busway in sodo area would also help to vastly improve efficiency, as it will avoid a traffic problem route into downtown Seattle.
The comfort and options of the Sounder Train would be my favorite way to get home after spending an evening with colleagues in Seattle. I would be so happy to have a late-night Southbound Sounder South trip so I could go out to dinner, or a show, or just get some drinks with coworkers. It wasn't an option for what can be prioritized, but my priority would be evening/late night Southbound train trips.
I really miss the 567. Maybe consider a modified one? Kent Station-Renton TC-Blvu-Overlake? Miss all the extra stops in Renton?
More bus routes on mercer island
I don't drive and count on transit for most of my getting around. I go to late night events often and am extremely disappointed at how early the link route closes. I do understand that it's due to needed maintenance time, but am still hopeful that some way will be found to extend evening hours for those of us wanting a safe and quick way to get home in the early mornings.
I'm sick and tired of the continuous mismanagement of the sound transit funds. Increase in taxes, increase in tolls, increase in gas prices, tab fees non stop. This plan and survey is typical, no costing, no budget projections associated, like always the thinking about the budget is just part of the planning any more. You are running out beautiful states into the ground.
You could get DUIs off the road by having a late night bus that leaves Seattle at say 2:30am (after the clubs/bars close) on Friday/ Saturday nights. Currently there is no late night express transit service to serve the night life population, it is needed. Maybe a trial in summer 2022 (maybe just for the summer months?).
Increased frequency is huge for me. I've biked from Kent to Bothell frequently due to poor frequency of bus service. That's a 36 mile bike ride each way because of frequency.
There are no routes between Kirkland to downtown Seattle anymore so I have no route to get to work.
When Link comes to Federal Way and beyond we really need to have express trains to minimize travel times. When completed there should be express from Tacoma Dome to SeaTac to the downtown stops for the south line, so I would take a local from FW to SeaTac and express for the rest of the trip downtown. We don't need the light rail commute to take longer than the bus currently does.
Please restart route 555 from Northgate to Bellevue. 555 takes you to Bellevue under 30 minutes.. Without this route, it will take more than hour to get to Bellevue.
For what I see, route 555 has been suspended. Please, consider reopening the service from Northgate to Bellevue. It used to take less than 30 minutes to get to Bellevue using route 555. Without this route, any combination bus-bus or train-bus will make the trip more than an hour long. I have not used the bus during the pandemic because our company allowed us to work remote. We are going back to the office in Bellevue starting September 2021. Thank you.
I really hope we get the line 555 back! Buses were always almost at full capacity. Once the offices open again, I am sure it would be the same. The alternatives take much longer, and wonder if people will resort to drive instead :(
Reverse commute Sounder was a part of my daily life pre-pandemic. While I am not planning to go back to the office full-time, I desperately want the option of taking the train when I do go in (currently twice a week). The Sounder being so much quicker than a bus and having a bathroom are key factors for me. If there are not more reverse commute Sounder trains, I'll drive--the bus simply isn't practical for my life.
During rush hour, it takes as long for busses on the 590 line to leave Seattle as it does to travel the distance from the edges of Seattle to downtown Tacoma; red "bus-only lanes" aren't doing the trick. What else can ST and the city do to actually prioritize busses on major corridors through the city (could Eugene, OR's BRT line offer a model)?. At times, this also applies to stretches of I-5 around Fife. Perhaps ST ought to consider working with SDOT to build out transit-only lanes on stretches of I-5 (yes, the shoulder, but with some bollards)--something like a proper BRT line running down stretches of I-5.

I just need to know if there's a direct form of transportation from TCC Transit Center to my office, DaVita, in Federal Way, with no stops and does not take forever to get there. Amber.Milazzo@davita.com if you have info on that Thanks :)
More frequent service at seaway tc and Paine field
would really like to see the 586 drop the Federal Way stop - this is supposed to be an express bus. It already takes 1.5hrs + getting to the Udistrict from Tacoma, and with the new stop it adds 15 minutes to my commute (30 min round trip). Would love better commute options from Tacoma to the Udistrict - buses that start on time and more of them.
532 needs better service at end of commute time/early evening time
I was trying recently to find a bus from downtown Seattle to Chateau Ste Michelle winery and realized it would be quite a walk. Do you plan to offer any routes that go to specific tourist locations?
The lack of weekend service just makes this whole service "not good enough" for Kent. As a Kent resident, going to Seattle requires me to take the King County Metro 150 through Tukwila or going to Tacoma requires me to go somewhere else (Federal Way, Seattle, etc) then head south.
Sounder is for the most part not running when I need it (afternoon and evening)
Stop taking my money for a service that is not useful
It is absolutely ludicrous for ST to assume that commuters are going to be OK with taking the Light Rail from Federal Way to downtown Seattle for work. The bus is around 45-60 minutes. Light Rail or Link Rail or whatever you're calling it will take 90 minutes. This is absolutely unacceptable to commuters living in the South End.
It would be nice to see a Graham Route restored and/or a Mt. Rainier route to help cut down on traffic to the Park. Wife is handicapped and doesn't drive and so is completely isolated where we live. I am also a Veteran and there is a huge need for some sort of transportation from this area to the VA at American Lake.
Please, please please, increase the frequency of buses traveling Everett-Seattle. There are only four a day I can take to come home after work, and they are all much too early. I'm trying to do my part to reduce congestion. But the bus isn't making it easy. Also, if there were to be reliable, consistent, and frequent buses from Seaway Transit (Boeing) to multiple stops within Seattle city limits, the ridership would skyrocket. I grew up taking the bus and train to every school I've gone to, all my life; my family take commuter rail in multiple cities across the (eastern/Midwestern) US. What I get from Seattle, with the exception of the light rail that's going to make it to the city with the largest factory in the world in 2042, is that "We shouldn't do this, people don't take it!" Yes! Because it's not there. Everyone wants something clean, fast, and professional to get them to work. The double-decker buses are great. We just need more of them!!!!
I cannot wait till the Light Link Rail project is up & running from Capitol Hill to Northgate.
There is no good public transportation from my house. I would have to go to a P&R.
1. Bus shelters and immediate area need to be cleaner of garbage and urine. Broken panes need to be replaced. All these contribute to feeling safer. 2. Night lighting at stops. Feels unsafe without lighting. 3. Beacon at the shelter to indicate to driver there are passengers waiting. 4. Feeling unsafe is the most common reason cited by friends for not taking the bus.
Get the Light Rail link to Mercer Island done asap, please.
Consider adjusting volume of stop announcements on later routes - I was riding 512 to Everett one night, and the stop announcements felt deafening when there was barely anybody onboard
In my experience, improving the 574 service is the top priority, improving 590/594 service a close second - frequency especially during peak times (which may differ for 574 based on airport employee shifts), but also during early mornings, evenings, weekends. I've often seen 574, 590 and 594 buses full, leaving people to wait in the cold, hot, rain, etc. People who are our elders, with limited mobility, with little kids especially shouldn't be left to wait. People may miss appointments, be late for work and end up unemployed!
I have a lot of friends that wish that Sounder would run after Mariner games.
There are no Everett routes planned that work since they all depend on Everett transit to connect and it has very limited hours and routes u less you live on the main road.

In order to comply with my varying class schedule at the University of Washington, it would benefit my commute greatly to have more options to use the train. I feel safer riding the train rather than the bus and appreciate the shorter travel time.
Improve on safety at the boarding stations. To many homeless.
Weekend and non-peak Sounder service please.
Please restore the peak-only routes that remain suspended in this service change: 544, 555, and 567
I think that the Route 577 should Be Scrubbed and The Service Hours Shifted to the 578. Also the 578 should run Every half hour on the Weekends until 7pm.
Please add Sounder N trips to/from Seattle against rush hour flow
Would be great if the s line ran later into the evening southbound.
I like the Sounder for comfort and scenery, but the bus gives me more flexibility.
please consider un-suspending route 200 in issaquah
Sounds Transit route 544 was suspended, but changes to metro route 249 happened, which means that there is now no direct connection between S. Kirkland Park & Ride and Downtown Seattle. There are commuters and other travelers coming back now who are forced to switch buses on freeway stops on 520. As more people return to commuting, having to switch on 520 will become untenable due to buses like route 545 to Downtown Seattle coming already filled up. Please restore a direct connection between S. Kirkland Park & Ride and Downtown Seattle. Reinstating route 544 would be one way to do this (assuming it is implemented with the previously proposed frequency of 12-15 minutes during commute hours). Thank you.
Need the have additional Sounder options for South bound in the morning, and then Northbound in the afternoon. As someone who lives in East Piece County and will be commuting to Tacoma, there are few options. Particularly concerned if the one (and soon to be second) train is missed or it is delayed.
I am moving to WA in the next month and will have a reverse commute (Maple Valley/Puyallup). Would love additional Southbond (am commute) and northbound (pm commute) options so I can take Sounder S from Auburn to Puyallup and avoid congestion for the last bit of my commute.
Tacoma Link - have an all-day pass available when fares are charged. Tacoma Buses - look into running a bus from Tacoma to Bellevue - at least during peak hours, to support workers in Bellevue
It would be helpful to have many smaller buses/vans rather than all big ones that don't stop anywhere near many neighborhoods. There is no bus service within over a mile of our residence despite being on a major arterial (6th Ave) across from a regional park (Titlow).
I would appreciate regular mowing of the bushes and greenery for exiting the Tukwika Sounder parking lot.
Live in Seattle and occasionally work in Kent near the Kent station area. My shift starts at 630 am and the early morning train that left at 6 or 605 was perfect for me - I miss it. The alternative is to take a bus for an hour and I don't always feel safe at the bus stop I would need to use. Please bring back the early train. Also, I believe if there were weekend sounder service, Kent and auburn would be more desirable places to live and work but that's just my opinion. Thanks
I hope that the mid to late morning S Line Sounder service is eventually restored.
more train between Puyallup and Tacoma
Mid-day options would be helpful as sometimes need to leave work early, especially with small children. Parking pre-pandemic was also a major issue faced living in south sound. Add parking!!!
Building the rail "spine" from Tacoma to Everett is extremely important with the current budget. No new taxes. Cut out the fluff. I agree 100% with this article written on August 4, 2021. On Thursday, August 5, the Sound Transit Board will decide whether Sound Transit 3 (ST3) will be built as the regional mass transit system voters approved or become yet another victim to local interests. Since the founding of Sound Transit in 1993, we have all supported the idea that the Central Puget Sound region needs a multi-modal mass transit system to move people between our population and job centers. The light rail spineâ€"linking Everett and Tacoma to Seattleâ€"was the best and quickest way to relieve congestion on our I-5 corridor. The Link to Bellevue provided similar benefits for our I-90/I405/520 freeways. However, the vision of completing the regional spine is again threatened by those who want to provide expensive add-ons that were never approved by the regions' voters.

Snohomish and Pierce County's Sound Transit Board Members have jointly proposed an amendment to ensure all projects approved by the voters in the Sound Transit 3 measure will be built as approved and in the order the plan has detailed. We must complete the spine to Everett and Tacoma, since that has been the top priority of the entire system since day one. The Snohomish and Pierce County amendment #5 will ensure that Link Light Rail to Tacoma and Everett are built and are not once again pushed off the table by over-spending in other parts of the system. By sticking to the voter approved ST3 projects, this amendment wouldn't prevent another area of the region from securing state or federal funding for elements that were not in the ST3 package (e.g. tunnels, additional stations, parking garages, etc.). The amendment will protect funding needed to build out the spine from Tacoma to Everett, while allowing counties, cities or others to raise money for any extra additions. We intend to be very vocal advocates for state and federal funding to speed up the delivery of our sections of the Sound Transit Link Light Rail system.
I love Sound Transit Express. I've lived in Redmond for over 40 years and being able to hop on the bus and go to downtown Seattle is pure joy.
I do not foresee using any part of the transit system. Whenever I am no longer able to drive, I will have to use the para-transit service. Having used transit to commute to Seattle to work 21 plus years ago, I can comment regarding having to change from one bus to another, or from one system to another. Unless the systems are timed to connect within minutes, the commute times can become so extended that the commutor is left with very little normalcy. Studies have shown that this kind of stress is very unhealthy and also affects the quality of our work. This is a serious concern if we want to keep our various Puget Sound areas beautiful and healthy places to live and work. Question: why is there no plan for Bremerton? Hwy 16 between Tacoma and Bremerton is horrible at shift change times. Lastly, the image of the STA is tarnished since the big tax package was passed. The STA has seemingly become aggressively authoritarian and uncaring. You might want to fix that.
Nothing
Bak danso intranational students support and marketing expertise selling payment fees confirm that you are not the intended recipient you are not the intended recipient you should know by the day of a home in the intended t shirt
Even though I don't take the 550 much on Sundays, I support increased frequency to make the bus a good option between Seattle and Bellevue. I am very excited to see the Stride BRT service particularly to provide better access to the airport. Needless to say, Line 2 can't start soon enough for me -keep up the improvements!
It is too difficult to take the bus from where I live, so I usually will drive to the 200th Seatac Link. Can't wait for the link to go further.
Restoring service frequency on all high traffic routes to pre-pandemic levels will improve my ability to take public transit. I only commented on the Sound Transit routes I use most often, but I do occasionally use others so improving service frequency across different routes is helpful.
I like to take the bus from the University District where I live to downtown activities such as the Paramount the Seattle Art Museum the more theater etc. I do these activities in the evening after work or on the weekends. I like to take the bus so that I don't have to worry about parking my car. I generally take the 512 From NE. 45th St. to Stewart or Olive and i fine it extremely convenient. I have to walk further then if I took another bus, but the 512 is by far the fastest and doesn't get bogged down in traffic the way Seattle metro buses do.
The only other thing i would like to share is a month before panadimick i went to dshs and volunteered to take a hour survey reguarding metro and sound transit ridership after it was done they told me it was my lucky day that i had won the lotto iwasnt sure what they were saying so she explained that i won the biggest ridership freepass offered that i would recieve a orca card that was going to give me unlimmitted riding abilitys for 6 months and would be issuing the card to me before i left and i could register it when i got home which made question her awareness because i had imformed 6 or 7 times that i was homeless but with this happy turn of events i thought to my selfthis orca card could tely change my life in so many different asspects employment.social everything so i thanked her and went.out to trst the waters .she had connected my card to a lanyerd so i was there at the gramm st . Bus stop mypass hanging around my neck when two kids on bmx bikeswhere rideing by the first one bumpef my into my back and the other onerode in front of me and ripped my orca card off my neck and they sped off down the street the bus came i told the driver who told me i could ride for free this timeand i did although i was devistated because the card was going to fix alot of things for me i rely did feel like i had won something huge will now alls i felt was a overwhelming sadness that brought on

depression that combined with.thepandimic quickly coming up and down on everything it was damming having o money to get around i ginnilly decided to go to metro office inform them of my misshap wil they told me that had no revord of the card being issuedi said no way and i told if thats the case then are metro still sending me the follow up surveys they offered me 20 and did the follow up and recieved the 20bucks even though the question made little or no sense because i never got to use my card .after i went to metro i finnally walked the 5 miles to the bellevue dshs and they said that the data entry was never done so there was.no record of it happening i was very upset and they said i could go try and talk to her at the mlk dshs of which i said this is bs she then said oh but can take yhe hour suvey again and maybe win thelotto again which i tookit again and wona 10 $ half priceorca card which was a slap in the because i had money this my story and i hate it it all felt like a scam but i still fell out these surveys anyway hopefully by writing this maybe someone will read this but i doubt it there is no lotto im still homeless i hate my life im going back to sleep the only thing that i wana do now just sleepyt hanks for this forum i guessDoug oh i lost my phone but i workedin someones yard and so phone is able to be updated425 394 2235 thanks have a great day!!
I take the bus from the first stop 110th ave NE to senica. Depending on the bus driver he like to leave 5min late. He is just parked and chillin in the back. When I asked him that you never leave on time he replied waiting here or at the transit it's the same thing. My point is that update the time sign at the bus stop or keep the time. Next is some buses are very dirty. I'm not saying all and some are clean but you sometime get one that is super dirt. There was two incident that I had strange bites on my body and I feel like some driver does not take care of his bus and during this time with covid. It should be kept clean and disinfect at the end of the day.
Would like to see a PnR and BUS route service from Tehaleh (Master Community) to Sumner Station. Also a BUS route from Sumner straight to Seattle.
I would use the S Line on the weekends to go to Seattle for entertainment and shopping if that were an option. It's so much easier than driving.
When COVID finally ends I would love to be able to take the Sounder S line to and from Mariners games. This means having a trainin that departs King Street Station at 10pm and 10:30pm as 90% of Mariners games begin at 7:10pm. The current afternoon northboound trains can get you to the games, but there is no return train to bring you home after the game. This forces me to drive on our very congested highways and find parking in the very overcrowded SODO area. I live in Pierce County and I want to be able to ride the Sounder to more than just Seahawks games and the occasional Mariners Sunday afternoon game.
Bus service from Sumner to Tacoma would be nice.
I really like 590/594 once I'm on the bus, but I have to do a significant amount walking on either end to get to the bus. I would take the Sounder Train if it ran mid day. Overall, I love Sound Transit! One of the best transit networks I have ever had the pleasure to use. I am really excited for all the planned and underway improvements!
The train is absolute fine; only You have toi wait tranfer to virgMason resp Harborview .. If you hv to go there since 1982.
the communication seems to be lacking when it comes to delays, usually notified well after the fact. Also seems like there are more and more delays making it hard to rely on the Sounder
Do not change service to route 592. I depend on this to get to/from work and if you add stops it will slow things down too much. Please don't change anything for route 592.
Thank you, I appreciate the work you do. It would be great if there was one mid-day Sounder going South.
Since it doesn't look like Puyallup will be getting light rail to Seattle, we desperately need to increase round trips on the Sounder S line to include midday, later evenings & weekends. Otherwise the only option is route #578 which is typically a 1 hour and 30 min trip. I do not consider that an "express" trip at all.
There is NO transit service to South Pierce County other than along the I-5 corridor... No service to Graham or Eatonvile.... This is a travesty.... There are thousands of people who live down here who do not have transportation... Even if you have a car the few N/S arterials available are clogged with traffic and it gets worse every single day....You need to fix it
Need better transit from Kent to Factoria Mall area with out having to go all the way into Bellevue to service large corporations and businesses in that area such as T-Mobile, Microsoft and other tech/medical. Expand rail services on the weekends and later in evenings in both directions. When spending the evening in Seattle the only option is to drive.

Please restore the southbound mid-afternoon trips as soon as possible. That flexibility is necessary for me, and for many others who would otherwise ride the Sounder.
Please service Lake City more. Lake City is one of the most under-served areas in Seattle.
Please restore the 10:50 Sounder from Sumner to Seattle. Thanks!
At least one round trip from Tacoma to Seattle would greatly benefit me in Puyallup. Presently there is not enough time for me to attend a medical appointment in Puyallup and then go to work on the Sounder. If there was a 9:00 or 10:00 a.m. departure from Puyallup to Seattle I could accomplish my medical appointments and still go to work that day.
Southbound 590 trips to Tacoma Dome only/ To Commerce St is confusing which buses do not stop at Commerce St. One of the largest issues of using the 590 during the pandemic was the Commerce St. buses being full, and having to catch a Tacoma Dome only bus and make another connection from there. It is also hard to tell which bus is headed where until it's too late, because the readerboard would flash "Mask Required", temporarily blocking where the bus is heading, and I've had many buses pass me because "I didn't look ready to board", or pass me because there was a Tacoma Dome only bus behind it, and they assumed I wanted that one. Here is my proposal: If the 592 is now stopping at the Tacoma Dome, do we really need any 590's to be "Tacoma Dome only" buses, now that the frequency of routes connecting Downtown Seattle to Tacoma Dome is increasing? I think the 592 trips connecting to the Tacoma Dome would be able to consolidate down with the 590's that do not connect to Downtown Tacoma, saving service hours that could be used to be better used elsewhere. I'd also like to see more 590s connect to Commerce St during peak times, or separate out the "Tacoma Dome only" buses as a different route number to lower the confusion. If any route still continues to go to the Tacoma Dome, I think the reader should change to say "Tacoma Dome Only".
Please keep the 510/512 a one seat ride from Everett to DT Seattle.
While I currently commute between Federal Way and Kent for work, reinstating the pre-Covid Sounder Trains that used to run north from Kent to Seattle in the afternoon is my most anticipated change in this service plan. Can't wait to take the train into Seattle after work for food/drinks, then take my 4-times-an-hour express bus back home to Federal Way!
Why are you charging taxes for areas that do not have immediate services and must use other transportation to get to bus service or train. I'm being tax for a service I can't use and have to have a car to get to it and hopefully parking is available once I arrive to use your service or I then have to continue to use my vehicle to get to my destination and am still paying taxes for your services.
Todos los dÃas tomo el bus al salir de mi trabajo en el aeropuerto y frecuentemente llega tarde el bus 574 y he escuchado a la gente quedarse por que estamos cansados y queremos llegar a dormir
Please restore all N Line trips and increase frequency on the 1 Line. It's time to step up and restore service. Suspended routes and trips should also be restored. Please adjust Route 542 and 556 to Redmond and Bellevue to also serve Fremont and Ballard along the north side of the lakes via the University District. Also please adjust Route 522 in Woodinville by serving the city center via NE 175th St. Beyond these comments, the service change proposal is very solid and with good improvements.
Need more service in reverse commute direction
Increase frequency of 522 and 535 service during weekdays
I prefer trains because they don't get stick in traffic. Auto traffic demoralizes me even if it doesnt make me more late than a train would.
I gave up my car several years ago and rely on KC Metro and ST to get around. I am looking forward to service improvements including more frequent weekend service. Thank you for all you do!
I LOVE using the link light rail and can't wait for it to finally extend enough for me to be able to travel from Olympia to Mukilteo! ðŸ˜
I travel from Puyallup to the Eastgate park and ride. Currently, I have a 34 minute layover from the sounder train getting in at 6:38am. ST Bus 554 picks up at 2nd and Yesler at 6:26 and 7:02. KC Metro 212 also serves a similar route to Eastgate P&R but the earliest bus is 7:08. If 554 could come at 6:48 to 2nd and Yesler like it used to, that would be great. Or more options to get from the sounder to Eastgate/factoria. This is the only option I currently have for an 8hr workday from puyallup to factoria. If there is a better option, the trip planner isn't

showing it to me. I also very much dislike the trip planner. Seems one needs to be very specific to get desirable results.
We need better options for travel between Lynnwood/Northgate and the Mukilteo Ferry. Sounder has only two trips per day, and CT Route 113 is completely useless because it takes an entire hour to go from Lynnwood to Mukilteo.
Are there any plans for direct bus service from Bellevue and Kirkland to Kraken games?
I prefer taking the Sounder train to Seattle rather than a bus. Trips on the train usually do not take as long, and there is the extra advantage of having access to a bathroom. Weekend and more trips midday are something i would welcome. As it is, once I am at work in Seattle, I have to wait until the 3:35 train to get home. More midday trips would make it easier for me to work and to get to an appointment near where I live. in the afternoon. At the moment, that is near impossible for me to do. One other issue that makes the train a better option is that I have no bus service available near my house. I would have to walk about 2.5 miles to get to a bus that would take me anywhere close to being able to catch a bus into Seattle, or, for that matter, anywhere else closer me--such as grocery shopping, etc.
Increase parking for the increase of use especially for the new link stations
The Sounder Train has extremely unreliable as of late, so I'm a lot more resistant to take it. If the 2:30 south bound service was restored I would be so incredibly thankful! As stated above, I rely on sound transit for work so losing that service was difficult. I'm very thankful for sound transit however!
Looking forward to light rail to Seattle from Tacoma.
I want to get back to normal so badly. I work at Harborview. The train going back to normal (SB) schedules would help so much. Especially a 2:35pm train to Tacoma. It would also help if there were more people around for the walk up/down the hill. :-/
People should take the 594 if they want to go to Tacoma. You are going to add time to commute. You should bring back the bigger bus if more people are going to cram on the 592. Pre pandemic these busses were standing room only and you want to add another stop. Tacoma has a lot of options for commuting stop screwing the people south of Tacoma
I may live outside the area, (graham) but I work in the area (kent) and would drive to lakewood or tacoma to get to work if I could also get back in the evening
Would like to see NB 577 / 578 exit freeway sooner to allow for first stop and exit from bus further south than current first stop. Metro no longer provides adequate service.
Would visit Seattle more if the train was available over the weekend
Stop charging average people full amounts while you keep discounting EVERYONE ELSE!!! We are hardly making it either!
Now that I am retired, I primarily take transit from my home in Tacoma to visit the Seattle Symphony and/or the Seattle Art Museum. So I need rail or express bus service to get to and from weekday evening concerts or Sunday afternoon concerts. Visiting the Seattle Art Museum is an add-on feature for Sunday concerts. Before retirement, I rode the ST 586 express bus daily for years to my job at the UW.
I'm hoping link rail is expanding from Tacoma to Seattle. I appreciate the 590/94 service very much. Thank You!
More stops mean longer times. No bathrooms on Buses which is a problem for me. I take the 592 from Lakewood to Seattle. It makes one stop at the 512 park and ride. Only one Stop. only. I like the express bus because it stops at 5th and Seneca. Its hard for me to walk and this is much closer to were I work. There are no reason for extra stops at the Tacoma Dome. The Tacoma Dome parking is always full no place to park. Please to not add extra stops to the Tacoma Dome. on the 592. I've taken the bus for over 20 years and there are very few riders from Lakewood taking the Sounder Bus 592 to the Tacoma Dome stop. Its not needed. The 594 already goes to the Tacoma dome on a daily basis. Please it at that.
I would love to see the time changes
Need early train going south prior to 7am
I miss the 592's pilot project which had it providing direct service from Olympia to Seattle; it was a factor in my move to Olympia, making Olympia seem really well-connected, transit-wise--and a good place to live, consequently. It needed to have had at least one midday trip, though.

If changing the 592 route to add additional stops between the 512 transit station and Seneca would make the trip longer, I'd greatly prefer that the 592 stay as is. Perhaps additional 594 busses could help with connections in Tacoma and south Seattle?
We're still in a pandemic, but bases keep getting fuller. We're not going back to normal anytime soon.. More frequent routes would help keep us distanced and safer.
These proposed changes to the 590/ 594 service is the great. It's about time that ST started providing better ST Expressed service in the South Sound where there the greatest number of low income and POC riders live. Please also bring back more Sounder commute time trips. I combine Sounder and ST Express service depending on traffic and travel times. Sounder service is too limited now and the traffic on I-5 on the bus is back to normal times.
I applaud you for distributing this survey and hope the information you gather will help you make good decisions. Public transit is a tremendous asset to our region. Keep up the good work!
It has nothing to do with your service, but I want my old Metro route 179 back from pre-Covid! It allowed me to take one bus from my house to my office without requiring a layover. When I do take the bus now using both Metro to get from my house to the FW Transit Center and then Sound Transit from the TC to my office, it's a toss-up whether I'll make my connection or not and will have to wait another 30 minutes for the next bus. While I hate the aircraft-style Sound Transit bus chassis, as I find them too narrow to navigate the aisle as a larger person, particularly when I have a roller bag with me to carry my work needs, which can barely fit down the aisle itself; also I find it difficult to climb the stairs of those taller vehicles yet don't want the hassle of asking for the lift; the smaller buses that are lower to the ground and have wider aisles are typically full and are standing-room only by the time I get to them (either direction to/from work), requiring me to stand for my 30- to 45-minute commute, which is very difficult for me to do. Pre-Covid, often even the longer buses would be full, but waiting 30-45 minutes isn't an option when I would then be late for work. I appreciate the fact you will be adding additional buses on this route now, but for me it's a little too little too late as I am hoping to be able to continue to work from home more now that it's been proven it can be done fairly well in my case. My preference was always to catch the Metro 179 both directions, as my work schedule was, at least on paper, from 9:15 to 5:15, which allowed me to travel within the 179's first and last routes, though often I would have to stay late and used the ST 577/578 service to get to the FW Transit Center and either wait for one of Metro's buses that would get me close to home or would ask my husband to pick me up from the TC. Occasionally I would be late getting into the office, potentially due to an appointment in the morning, and the ST service enabled me to get to Seattle. I understand the buses can't be everything for everyone and not cost tax payers an arm and a leg, but I'm thankful you are expanding service to fill in some gaps and alleviate packed buses, making my commute miserable.
Light Rail needs to operate until 2am
The 15-minute frequency will be a fantastic upgrade to the service. With so much parking capacity at Tacoma dome, that might be something worth advertising to Tacoma to increase ridership if/when this service happens.
More 590/594 routes that service downtown Tacoma at 10th & Commerce would be really helpful. Once the parking at Tac Dome starts filling up again, it would be faster for us to grab other transit and meet the 590 at 10th & Commerce to go to & From Seattle instead of driving to Parking Garage at T Dome and spend time looking for parking.
I don't want additional stops to an express bus that I need to take to get to work. Use a separate bus if stops are needed to the Tacoma done and not an express bus to Seattle.
I also like the Sounder best because it's more likely I'll get a seat where I won't have to jam my knees in, confront a person whose backpack is taking up the remaining seat, listen to the passengers argue with the driver, or get stuck in traffic. On the other hand, I've been on the Sounder a number of times where there was a fatality on the track and I had to find my own way home from Auburn or wherever, but I still prefer it 100x more. Thanks!
I hope that there could be a Sounder Link to get to SeaTac airport rather than having to go all of the way in to King Street Station/International District. Maybe have a connected link from Kent?
City traffic increased at 2:15PM in downtown Seattle on weekdays. On Fridays traffic always starts at least 1 hour earlier leaving Seattle and buses haven't met the increased demand. If there was parking in Puyallup, I'd take the train to avoid traffic concerns.

595â€¦earlier trips, both in AM and PM
Olympia to SODO express service should be added.
I would like to see more literature regarding layout of new Link stations so when October comes I'll know exactly where to go.
There is the 590/594 that services the Tacoma Dome Station, please do not add those stops to the 592. The 592 is an excellent south Pierce commuter line that provides great service. Don't add to the length of the commute when there are already buses that duplicate this service.
I wish the 586 was not getting eliminated. Taking the 590 to the link to get up to UW adds an addition 30-40 minutes to my already long commute. Additionally, in the future ST should consider upgrading buses to include a bathroom because the commute can take >2 hours in bad traffic. This is something the sounder offers and is often a consideration in choosing between the two.
I'm concerned about parking capacity as ridership increases into 2022. Before the pandemic, I couldn't take 577 or the sounder train into Seattle because on-site parking was overcrowded and unreliable. I don't know what I will do once we return to regular ridership.
Very pleased with the new schedule proposals. My first bus to the transit hub is frequently late in the morning. 5-10 minutes in the morning commute can make the difference between being on-time or late to work. Having more frequent 577 busses in the morning will make my commute less stressful and allow me to stay on schedule. More frequent in the afternoon for 577/578 will mean I get back to the transit hub in Federal Way in a timely manner, not missing my last bus which ceases running after 7:15pm, and also that I won't spend long wait times in Seattle. Thank you.
Please keep the 594 from Seattle to Tacoma. It is very convenient for me.
Please be sure to reinstate any south Sounder and/or 590/591/594 service as before. PrÃ© Covid, both modes were so well used that it was the norm for people to be standing because there were no seats. That was not optimal. As flow resumes it will be important to at least maintain routes not decrease them
Even with the proposed service changes evening service will still need improvement for both Route 590/594 and for T Line to be considered equitable to similar services in King and Snohomish counties. I would support lower bus frequencies in the morning to Seattle (8-10 minutes) with higher frequencies in the evening (15 minutes). There is enough capacity on Sounder Commuter Rail to absorb many more passengers and that service can have a lot more reliability for passengers making their way to Downtown Seattle and other destinations along the way. We are not operating at capacity on ST Express routes so spreading higher frequency service to more hours of the day will not harm ridership and could cultivate additional markets not currently served by low frequency evening service. Routes 590/594 should have different terminal destinations outside of Downtown Tacoma to expand access to a one-seat-ride to Seattle in the Pierce County area. Route 594 should continue to serve Lakewood, but Route 590 should be extended to serve other regional growth and population centers not currently served by the ST Express network in the Tacoma area. Thank you. I encourage greater service frequency on T Line until midnight. This service will be crucial to developing businesses with late-night hours, so service frequencies should remain every 10 minutes until at least 10pm. Pierce Transit should be highly encouraged to realign their service in Downtown Tacoma to not duplicate routing with T Line (Pierce Transit Routes 1, 11, 13, 16, 41, 57, 400, 500, and 501) so that passengers make the greatest and best use of this reliable, high capacity transit service that cost over $200M to construct.
The gryehound style buses used in pierce county for the 590 series are not appropriate for transit. Narrow stairway, narrow aisles, and it takes 5-7 minutes for the lift. Lousy option for transit.
please add a late train so I can stay a bit later in Seattle and still get home without dealing with the bus an easy way to get from puyallup->seatac would be nice as well, maybe add as a stop to the 578?
Please provide more transit!
Lots of busses travel from Tacoma to Seattle in the mornings and that is great. However, for some of us who work nights and need to get back to Tacoma in the mornings, we have to wait while buses whiz by to the garage. Would it be so inefficient to pick up passengers on the way back if even to get them to the Tacoma Dome Station? I am pleased that it is recognized that the South Sound is not served in a equitable manner and there is a plan to rectify this disparity. Especially in the winter months, I have observed several busses for the Eastside pass by while the underprivileged shiver waiting for our one bus Thank you for providing us with the

hand-me-down articulated buses from the Eastside. I wonder if our bus fare is less why we receive the buses with the frayed upholstery - don't think that I have not noticed.
I need the 1514 train to run in the morning from Puyallup to be able to catch the Metro 161 from Kent to get to work at the right time. Without the 1514 train, I will not use transit to get to work.
Why is there no difference between the current and proposed options listed for Route 574?
In the peak hours like early morning 5am-7am when the bus is full the bus should leave right away and there should be adhoc/as demand bus stand by and allow passengers on board and leave when the bus is full. Peak hours should not limit the number of buses departing following schedule. Buses should leave right away and standby bus should be available right away.
The schedule says every 60 minutes after 10, but doesn't give a last bus out time, implies the intention is to run them all night long.
An extension of the sounder train (S line) to DuPont would make it so much more easier and efficient. I currently use my car because it costs me about the same in gas minus a 15 minute commute to the Lakewood station to travel to work on Auburn (+ 10 minutes walking) and it impacts in a total of around an hour of work day (preparation to work, commute, etc.) but if the idea is to reduce traffic in the i5 and reduce the gases fume impact in our environment it's important to consider extending routes to make it comparable and more efficient than using a car.
I think there are already way too many 590s. Although I've been driving in since Covid, before that I'd see 2-4 590s come by while I was waiting for the 577 and when we pass them on the freeway, there's like 4 people on them. I don't know what makes ST think there needs to be so many 590s and so few 577s, but it's infuriation because every time I get on a 577, it's packed to the gills both in the mornings and in the evenings. I've been riding it since 2010 and it has frustrated me more than anything on the planet. I feel as though you are really quite clueless as to how many ride the routes. The fact that the 590 begins at the Tacoma Dome skews your numbers.
I don't understand your proposed 574 changes, since the before and after columns are identical. But adding one or two more late night busses would be very helpful. Many east coast flights arriving between 11pm and 12:30am, and being able to get back to Tacoma from those would be helpful for me.
I find it inconvenient having to bring exact cash to use on the transit and would appreciate an option to use card or tap pay.
I love to ride a train going to my work and going home its fast and convenient for me
I see five route 590 busses in downtown Seattle for every one 592 busses. The 590 busses are almost empty everyday. Please keep the 592 route running to avoid stopping near the Tacoma Dome.
I live in Lynnwood and am very disappointed with the change of bus schedules to downtown Seattle, starting in September 2021 due to the opening of the light rail station on Northgate. I rely on the buses 100% to take me to work with my supplies. It is therefore much more easier for me to get in the 500 series bus at the Lynnwood Transit Center and get off at down town Seattle. With the change, I would have to take the bus from Lynnwood Transit Center to Northgate and then transfer on to the light rail. That would mean that I would have to pay fares twice rather than just once and it would add to my commute time. No, I don't have the Orca card as I prefer to pay cash and lessen the stress of having multiple cards. I only take the bus to work . The change will make my commute much more cumbersome and complicated. Would it be possible to have at least one 500 series bus service Lynnwood Transit Center all week? Can 510 that runs between Everett and Seattle make a stop over at the Lynnwood Transit Center? That would be so helpful to me and also to so many other low income people living in the Lynnwood area that rely on the 500 series bus to take them straight to Seattle . Thank you!
I miss the mid-morning Sounder train to Seattle. As a senior, I appreciate being able to use Sound Transit. Your service is outstanding, as are the drivers and station staff.
You will be taking away the one convenient and direct long commute into Seattle which has been around for years and turning it into another life wasting go every where service. This will make an already hour long commute into another (594) hour and a half commute at peak! Does sound transit for all the taxes we pay for " improved" service actually plan to deliver or simply make thing worse for us going into Seattle. Lakewood is one of the affordable places for workers for housing, you are making it much less doable. Finally, without the sounder trains hours expanded in Lakewood and with link light rail forever delayed you are taking away the

remaining direct line to Seattle for the surrounding area. I will have to change hours at work, spend less time with family. Sound transit needs to keep focus on providing service to Seattle not trying to make Tacoma's link service meaningful. Please reconsider this destructive idea. You are going backwards
I love that your planning service between Dupont to Tacoma Dome then taking the same route and stops as the 590 in 2022. I recently moved from Tacoma to Lacey so my commute to Seattle has definitely increased.
All buses should use their automated stop announcements and drivers should be instructed not to lower the volume or turn the announcement off.
Please add back the 7:20 am northbound from Tacoma Dome. Also later trains from Seattle to Tacoma. Thanks!
It would be great to have more time options going to and from seattle from gig harbor.
N/A
Access to the Sounder stations verses access to bus stops is also a consideration.
I don't appreciate shoving taxes on voter by not asking for a vote.
The proposed opening and future extension of those Sound Transit Link routes (including between Angle Lake and Northgate plus between Seattle's International District/Chinatown Station and Downtown Bellevue [via I-90 freeway].)
please keep all transportation links sanitized,,,mask up all
Take the 590 more often because it runs more often at peak times in getting ti Seattle and in leaving Seattle. Probably would use the train more if there was increased frequency between times offered and also more frequency with light in rail that connects to international district. Biggest problem with The transportation system is the long wait times between buses, light rail & trains
Sometimes it sounds like some people working for St do not care about how it can be a struggle to get to places and sitting somewhere to wait for a bus and then sit longer on a bus while it goes all over billy hell and back before reaching your destination -----causes a lot of stress.
Until the 98422 area gets decent bus service from Pierce Transit it is difficult to reach other travel options. Browns Point and Dash Point have been forgotten at Pierce Transit yet we do pay for mass transit in the area. Shameful!!!
Need run all pre-pandemic North Sounder routes or we will be forced to drive in order to get to our jobs on time. I don't like that the annual service change doesn't include the same level of service on the North Sounder line. I used it 5days a week and it was crowded. We need more train's going North and it's only growing in number of people moving North of Seattle.
Need more parking in Kent. In 2022 my hours are 10am to 6pm. I have trouble getting free parking in the garage later in the morning.
Would like to know that there will always be a bus available to get home after a Mariners's game no matter what time the game ends or if they have fireworks, etc after the game.
I am keenly looking forward to the opening of the Roosevelt station
Transit that isn't available late into the night (you should run until 2:30 am to avoid all drinking and driving) at intervals at 10 mins or less isn't considered reliable & reasonable. Check Portland. Check Tokyo. Seattle is laughable.
I wish that the Sounder ran all day long both ways, especially the North line and also operated on the weekends on a limited basis. Similar to the way Metra is run in the Chicago Metro area, like the Northwest line to Crystal Lake , Illinois! Would love to go to Downtown Edmonds or Mukilteo on a weekend or weekday to spend the day and then hop a train back to downtown Seattle. Also Sounder North needs three more stations, Belltown, Ballard a and Shoreline!
I hope route 550 and 560 are not cancelled when the Eastside light rain is completed. Light rail is more difficult to get to and is more difficult to take to and from the airport.
I would ask that you do not forget the Dupont/Olympia area in your future planning. Often your plans seem to exclude us down here. I would like to point out that the more service you make available for us down here the more people will be using it. That is the reason that I will vote in support of your initiatives. However if it doesn't look like you care about the south sound I will have to reconsider that support.

I think the evening hours during the week should go to 8:00 PM.
Reduce grade crossings in Puyallup and add a pedestrian overpass to the station!
Dirty seat by homeless and drug user . It's unsafe for us and young children. I never said for discrimination. However I think They need to clean up and never demand money for rider.
I used to take the Sounder South regularly with a bike and a child. Accessibility could be improved if there were more than one ramp available, and also if a ramp connected with the main bicycle stowage area. I've had a conductor have me move a bike which I put just inside the ramp. It's understandable to leave that space open for people who need it, but could be made more clear from a usability standpoint. Also, the forward-facing seat is fantastic!
I am disabled and there are no bus stops near where I currently live, which makes accessing transit difficult. When I lived in Seattle, I used transit all the time.
thanks for not having any light rail from eastside south king county to the eastside what a joke, there was corridor already in place!
The WiFi on the trains is also important to me. Overall, I think this is a sound plan. I especially appreciate the focus on equity.
There have been too many passengers not properly masked and this has extended to drivers who either mask only to let passengers on or off or don't bother at all. I will stop riding if compliance with state and federal mandates, especially for drivers, continues to be disregarded. Drivers should set the example, indeed, are paid to follow the laws.
I understand that operating the Sounder trains is much more expensive than other modes of transit but, as the schedules are now set, only individuals commuting to work find the times of service doable. I usually take the train outbound and find a bus for my return trip. I always prefer the train when the service schedule makes this possible.
As a Snohomish county resident I will never again vote for ST. There is nothing new to show for the taxes. ST took over existing bus routes and the train mainly serves those who take the ferry over (the do not pay taxes for the service). Was a proponent for the service for many years, now... Nope.
I would take the sounder every time if there were day time trips. And the 578 should have to stop and wait till the posted departure time Instead of flying through to get to a longer break at Puyallup station. I have been left at the station because I wasn't right at the curb. And because they didn't want to put my wheelchair mean even though I was waving like a mad woman
In my case I always used the train, but used Link or bus when the Sounder train was cancelled.
I am nervous about my future commute because some routes were discontinued by Metro. I am happy to see that most of my planned buses will be available by 10/2/21.
Sounder N and S should have more reverse commute trips. Sound Transit service clings to the old paradigm of Seattle Centricity. Metro seems to have a better understanding that people travel in all directions in the 21st Century. ST should recognize this also. I acknowledge that Sound Transit Bus service to Tacoma is more balanced, but would like to see this extended to the train. Concerning the North: Edmonds is a challenging destination to reach by bus from Seattle or the Eastside. It would be helpful to have some northbound Sounder service mornings and southbound service evenings to open up this corridor to reverse commuters
More frequent late evening service would be helpful so that I could take the bus back to federal way from events in downtown Seattle (e.g. sporting events and concerts).
The Stride parking garage to be located @ Lake Forest Park has been realigned to 2044; that's 23 years from now! Unacceptable!!! We have wonderful bus service along SR 522, but NO place to park near the bus lines. We need to drive to the bus lines because many of us live in steep hills and because of the lack of sidewalks. You try walking in the winter squeezed between busy traffic and mud puddles.
Nothing - thanks for surveying!
Would be great to have more South Sounder train service from SEA to Tacoma.
I used ST everyday 10 years going from Lakewood Town Center to Tacoma Dome and then the link into DT Tacoma for work. Have few complaints. Now I use it for jaunts into Seattle. Can't count on train. Schedule sucks.

The 590 / 594 routes make too many stops south of downtown Seattle. These are supposed to be Express routes! Instead, they become a milk run after turning off I-5.
I take the train when possible, but it doesn't run frequently enough
I would love to be able to go from Kent to Seattle on the Sounder train during the day (not a morning or evening commuter), to be able to go shopping, events during the day. Would also love to be able to ride the Sounder during the day on Sat and Sunday as well. Instead of the train just being a morn/eve commuter train, want it to be like other big cities and be an all day train for everyone. Kent doesn't have link light rail (in Kent proper, not the planned West Hill/Des Moines route), so the train is the best bet. Even Bellevue is getting light rail, but Kent, Auburn, Renton, we are all stranded and forced to use busses that get stuck in traffic, or drive, and never able to find parking, even at Kent Station. I understand parking will be expanded, which is good, but late afternoon-midday train service for the non-commuter crowd to Seattle from Kent Station would be much better!
When ST3 passed you removed our bus service and never gave us anything in place of it except a transit tax. You also are basically only interested in the North end and Seattle area and have given very little to the Pierce County area
Need more service for the 574. Every 1/2 half hour is not enough--especially when you come home at SEATAC. Waiting a half hour seems like forever, which is why I only take the 574 to the airport and have my daughter pick me up on my the trip from the airport.
Living in Tacoma, I would prefer to use the S Line over riding a bus but can not due to the extremely limited hours of service. I look forward to mid-day and weekend service opening back up so that I can travel more easily between Tacoma and Seattle.
Really would like to see the 3:15 pm S line route brought back sooner than later.
We will do better with a reliable transit network serving I5, Canada to Oregon, that gives us an alternative to driving our private cars on that F**n so called freeway.
Increased frequencies of both Bus 592 and Sounder South in mid-morning (10:00 a.m.) to Seattle and late-afternoon to Lakewood would be desirable for my travel to and from Seattle.
A lot of my understanding is from when more of us worked at group officesâ€"The time fit to get to and from the officeâ€"without flexibilityâ€"easily persuaded people that a personal car was their only solution.
As a retiree your service is very good and keeps getting better.
Logistics of where to catch buses
n/a
Conductors are misinformed about mask wearing protocol. I have been told they are advised not to ask anyone to wear a mask. Now more critical than ever to request individuals are required to mask per federal mandates not just by intercom announced.
The sounder broke down on numerous occasuobs and is generally less reliable than 590. 595 sometimes doesn't show uo with no notice or text alerts.
Please keep route 512 from Downtown Seattle to Everett late at nights. Many people rely it at nights.
512 was not listed on the following list. I need the 512 route i use it everyday for my essential travel during the weekend late at nights without this route idk what to do. I don't want to ride the link because i don't want to transfer and also what if route 512 won't stop very late at nights. I need the 512 route from Seattle that goes to Everett northbound.
Nothing
I would like to see Sound Transit provide some more relevant servcie to the west-side communities in Seattle: Ballard and West Seattle. I voted for a project as part of ST3 that was supposed to speed up and improve the D and C RapidRide lines. They are as slow and unreliable as ever. In addition, I am finding myself more and more tentative about riding transit than ever: the D line regularly has someone (or multiple people) experiencing mental health crisis and drug/alcohol dependency, disrupting my ride. If I have to ride in those very uncomfortable conditions, I want a faster ride! Where is my D line improvements that I voted for in ST3?
Reliability is a plus to having a strong public transportation system in Puget Sound. There are numerous daily alerts from Sound Transit that proves using public transportation is not that reliable. We need your service because I-5 has gotten too busy and dangerous to commute timely and safely from south to north.

extend the south line past lakewood
希望能重视治安，公交车临时免费搭乘时曾有流浪汉闯入车内闹事。还有就是希望我能坐到与我家能接驳轻轨站的线路

Emailed comments

The following are all e-mailed comments.

I noticed earlier couple months ago that you are implementing new changes to add 30 minute service all day, everyday on these two routes, which will be great, especially on weekends and Sunday to add and improve Saturday and Sunday Service. However, as ridership goes up and booms, especially for airport workers, downtown commuters and UW Bothell students, and me as a rider for both routes sometimes, it will be very helpful and very grateful, since these routes are overcrowded on weekday peak service, to implement, if not every 15 minutes, at least every 20 minutes during peak from 5:40 AM thru 8:30AM & from 2:40PM thru 6:00PM, to address overcrowding and riders, especially in Bellevue, UW Bothell and SeaTac Airport commuters.
Buenas tardes me parece muy bien los cambios! Me gustaría proponer el servicio de la Ruta 578 para Federal Way del horario de las 10 de la noche se pueda abrir otro ya sea que lo recorran a las 10:15 o abrir otra corrida a las 10:30 ya que hablemos muchos que salimos a las 10 en punto y ya no nos da tiempo de tomar el bus de las 10 y tenemos que esperarnos hasta las 11 para tomar el siguiente. Es mucho tiempo perdido para mi para poder llegar más temprano a mi destinos.
I'm wondering if it would be possible to have a bus stop serving downtown white center, maybe at 107th and 16th? Thanks!
Add an app the tracks buses and LINK in real time and integrates walk times. There are good examples of apps in use by agencies in other countries and in other us regions. Add ability to pay with smart phone or even text. Apple Pay would be great Add 574 "express" buses that only stop at bus stations (tacoma dome and federal way) so that buses do not have to cross 4 lanes of rush hour traffic to get on and off the freeway. Have 574 bus go to angle lake instead of the airport and have riders transfer to the link to speed routes and cut down on congestion at the airport
I'm very skeptical of this increase actually happening and, if it does,actually being followed thru with. Several evenings & weekends, lately,buses have been canceled. This then causes the bus that DOES show up to be full to/beyond capacity. Its frustrating seeing two,mostly empty, 522s & 101s for every 1(packed full!) 577/578. If you can't even run the current schedule(without cancelations)how on earth are you going to run an increased schedule?
Just wanted to add my input for the service proposal for route 577. I am all for it. I have commuted for work between Federal Way and downtown Seattle for the last 7 years. Although I know there are always challenges with traffic and scheduling, I can recall many times standing out at a cold, winter bus stop waiting to go home and buses not frequent. I think the increased service will be a tremendous benefit and am excited to hear about it. It has my vote. Thanks for all the hard work
Yes, it would be good to have Route 592 on the same pathway as routes 590 and 594. Please consider revising routes 590 and 594 to use the Seneca Street pattern instead. Those routes could serve the Federal Way TC via the South 317th Street center access ramp with the minutes saved. Link serves SODO. Network connectivity would improve. Federal Way would have better service.

Could the Route 574 headway and waits be reduced? Why is the service budget so tight? Why does Route 574 serve the Star Lake and Kent Des Moines stops? Is the delay worth the activity? This implies that Route 574 has very little use of the center HOV lanes given congestion and weaving. Would it make sense for Route 574 to serve the Angle Lake Link station instead of South 188th Street between now and the FWLE? Metro serves South 188th Street. South 200th Street has I-5 ramps.
I need busses that go to the east side without always having to go to Seattle first. Tacoma to. Bellevue, Kent, Auburn, Renton community college
I would like to see more transit options that feed into increased sounder runs that run all day, evenings, and weekends. I would like to see increased and extended community service as most people have moved out of Seattle proper and into the south county and pierce county for affordability
I'm writing to express my approval for most of the 2022 service changes. However, as a Ballard resident, I would appreciate it if Sound Transit added more service to/from Ballard, especially to SeaTac Airport.
The proposed addition of a Tacoma Dome Station stop to the Sound Transit 592 would make an already intolerable afternoon ride home even more aggravatingly longer considering the constant every afternoon traffic stops and jams near Fife sometimes adding up to an additional hour or more to the trip to Lakewood.
I am against the proposed route changes to the 592. Adding a stop at the Tacoma Dome and Busway will add a significant increase to this already long commute into downtown Seattle. This effectively turns the route into the 594 and eliminates the benefit of an express bus from the Lakewood area.
574-Tacoma to SeaTac-as an airport worker I appreciate the response of Sound Transit being willing to expand hours and be available to our 24hr a day operation. As i understand it we can currently take the bus from Lakewood to the airport for a 0330am start and can even get off work at 0030am and catch a bus home. I know there are people that work even later and would like to take the bus. I would like to have the 574 operate 24hrs a day. I would like to have the arrival times to the airport adjusted so it gets to the last stop (inside the airport) at 15 and 45 min after the hour to account for traffic (especially during AM rush). It is helpful to have the extra run 130-3pm because there are so many people coming/going during shift changes at that time of day. 590/592 I like having the bus come every 8-10mins during rush hour. Adding a Tacoma Dome stop for the 592 would provide us another option to get from Downtown Seattle to Tacoma 586-I think the hours of operation could be pushed to 1 run earlier and 1 later or even an extra run towards the 4-5:00hr to get more people on their way home.
I appreciate the changes that have been proposed for the ST Bus 592. Being able to add stops at Sodo station and international Blvd. helps riders from Lakewood and Dupont have an easier access to South Seattle. The I - 5 north bound to Seneca exit has regular heavy traffic and congestion especially morning rush hour so having the West Seattle bridge exit similar to the 590 will help 592 riders get to work easily.
Your plan once again leaves out rural around Bonney Lake, Puyallup and Sumner. We pay tax for no services. No services to get to a train to be able to use it. Not a good plan.
Changes will increase transit time and turn this into another 594. Part of the advantageous of using the 592 is the time advantage. Don't like it.

Being a regular rider I would like request to increase 578 ST bus service in week days and weekends. Thank you so much.

This is the worst bus system I've ever seen, bus drivers don't know nothing twice the bus drivers told me the wrong way. The first time I had to walk 3 miles to my destination, and the second two miles in the hot burning son

I ask them which way is what ever they just tell u anything. And I just moved here from Nashville.

At least when u ask a bus driver where Iu need to go, bam they tell u right then and there. This bus drivers take off and leave u when u standing right there by the bus twice that's happen to me.

So, u tell me what u think u all need to do they need to learn their routes and I need to stop switching them from route to route maybe then they can learn something

I ask them a question!! U know what the answer is I don't I don't here enough to know the streets and things.

.yes this is what I get and the wrong way.

And another thing why do u have buses starting at 9:45 am ? My doctor's appointments are at 9'am no way I can make it there on time. That's ridiculous !!! Then I don't have a bus going down shaw road people need to get to the store , the ones don't have transportation.

I'm very disappointed in this thing u call a bus system, and I don't have buses running on the weekend we have to walk all the way to the transit center, it's not safe out there to be giving passengers the wrong information something that could get them killed because ur bus drivers don't know a dam thing just drive that's it and run off and leave passengers.

I'm very sorry but I've never seen such a thing in my 62 years it terrible , ur system is
Don't u care about us a little if not at all. I'm on a schedule gotta leave they asses and don't know where to guide anybody shame on u people.

Thank you for listening because somebody has to say it.
I'm new here and this the experience I've had with you,' re bus system it sucks.

Sorry no glasses...I am NOT In favor of stops added to 592.

Service increase for 590/594-Very good idea, at least for the time being, with the current surge in Covid cases. The pandemic is clearly not yet over, so now is not a good time to crowd any form of public transportation. I would be willing to pay more for the privilege of a little more space, although I admit that I only take the intercity buses a few times per month at most.

Link
Hilltop: if ST has enough vehicles, please provide shorter headways and less waiting. Will fares be charged?
Link, 1 Line: please increase service from the fall 2021 levels; in 2019, Link ran every six minutes in the weekday peak periods; please do that again. The off-peak headway and waits should also be shorter. It is more important to provide short waits than four-car trains.

Route 535:

- modest improvement is planned: good
- Please consider more improvement; you could provide 15-minute midday headway using the Route 532 buses; it is peak-only

Route 550

- modest Sundy improvement is planned: good
- Please consider more weekday and night improvement; in the peak periods, you could provide more reverse peak direction trips; you could improve the late night span; you could improve the midday frequency and wait times; this corridor will have Link in a few years; please build the market.

Route 545

- no changes are planned
- Please consider reorienting Route 545 to the University District and providing much shorter headway and waits; In 2014, Executive and ST Board chair ordered ST and Metro to integrate. It made sense for Route 545 to meet Link in 2016; it made more sense in 2018 and 2019 as the I-5 general-purpose lanes and downtown surface streets congested and were slower. Connection 2020 is in the past. The reorientation would have been faster than through service in 2018 and 2019 in both peak periods and both directions. Traffic is returning. SDOT will take a lane from 4th Avenue for a PBL soon. In 2019, Route 545 was very slow on both 4th and 5th avenues. This will happen again. Please help the riders and provide a very frequent connection with Link.

Route 522

- no changes from fall 2021 are planned
- Please consider providing shorter headway and waits at all off-peak times; most riders will be transferring to and from Link at Roosevelt Station.
- Please restore the Route 522 stop pair at SR-104; this was the transfer point with Route 331; riders from and to the northwest now have a very awkward transfer.

Thank you for considering this note.

I am wondering about the restoration of Sounder Trips. Me, as a Sounder rider, would like to see restored trips southbound mornings, specifically the trip departing from King Street Station at 6:05AM, to have more service increased and connect better to jobs, hospitals and schools as we recover, by Spring 2022.

Apologies for the oversight there, my bad. Mostly has to do with the Rainier Ave stop being shifted from the 550 to the 554 with the light rail construction. Not a huge deal, and guessing that affects very few folks.

Looking forward to the Eastlink opening to connect the CD with Bellevue.

With the changes happening in Montlake, getting to Bellevue from Seattle for work has been a challenge. The 48 and 271 have been very disrupted.

It'd be great if the 550 service could cross the entire way from Seattle to Bellevue again instead of the halfway switch to 554 at Mercer Island.

I realize the East Link is coming. But in the mean time some continuous service between the two areas would be a huge help.
Before COVID-19 me and several others I know would take the sounder from king street southbound at around 8am and return in the late afternoon at around 5 or 530 from auburn, tikwila and Kent. Will those trains come back with the new schedule? I have been taking the st 578 instead one way in the morning but it is less convenient for me.
I work for Seattle City Light and our South Service Center is located 4th Ave S & Spokane St S. There's many of us who used to take the southbound Sounder train at 2:35pm but unfortunately that route was discontinued, now we all drive cars because nobody wants to wait an hour for the train. Anyway, the reason for this email is to suggest running the 578 down the busway and getting onto I5 S at Spokane St rather than just getting on at Edgar Martinez like it does now. The bus is already heading that direction and it really doesn't make much sense to not utilize the busway?? In any case, there is a lot of people whom would benefit from the change and it would increase the number of riders.
I am wondering if they would reconsider the timing of the South Line afternoon Sounder schedule. Your first train in the morning gets riders to Seattle at approximately 5:50 am, and people are able to get to work by 6:00 am or 6:15 am. However, the first train back in the afternoon is scheduled at 2:35, so if a rider works from 6:00 am - 2:30 pm, there is not enough time to catch the first train back (unless they don't take a lunch or breaks and leave early), which is frowned upon by management. Why can't you push that train back to 2:45 or even better 2:50 pm, so that more riders had time to catch it? There used to be a 3:15 pm train, which was perfect for those who couldn't make the 2:35 pm train, but now have to wait from 2:35 till 3:35 pm for the next train. That shouldn't have any affect on the schedules since the 3:15 pm train is no longer in service. Your first train in, doesn't seem to account for taking those same riders home conveniently in the afternoons. I realize Sound Transit doesn't care about convenience or customer service, but it would really be more convenient for your riders, as opposed to your company.
Please consider restoring trains 1507 and 1509 South Bound Sounder Trains in the afternoon. Train 1511 is full and with COVID and variants spreading, one has to sit double with other folks; some do NOT wear masks.
I live in Redmond now, and will live in West Seattle soon, I work at MS, and I don't own a car, so I'm a regular rider of sound transit. Specifically this point: "The 2022 Service Plan proposes increasing service throughout the day, including middays, evenings, and on weekends, instead of restoring suspended peak-hour only service (5-9 a.m. and 3-7 p.m.)." - this is amazing. Strongly in favor of this.
I would love to see an extended Pink Light Rail to University District and even more important to the Seattle Children's Hospital. The traffics getting to and from the Seattle Childern's Hospital is very congested and would benefit drivers by moving some people to the light rail that may drive otherwise. It would also provide an option for many workers to easily get to and from the Hospital by rail. I hope the Sound Transit considers this as the team looks to create the future Sound Transit routes. The NS sounder could really gain ridership if you added a few off peak (or expanded peak) runs from Mukilteo to downtown – this opens up residents of Whidbey Island. Along those lines, the 7pm Amtrak stops at Edmonds but not Mukilteo. With the new facility at Mukilteo, could this change?

Also why is the last peak run in the morning and evening on the NS Sounder so early? You could build ridership with those who work past 5pm or don't go in before 8am.
Hi there, I would like to see about the sounder train run a 11/2 hr. Early Monday thru Friday. I work downtown Seattle so need to be at work by 6am ...so I was thinking on taking the train from puyallup transit center...hope this is helpful....thanks have a great day...
Please add a few reverse-peak 513s to provide options for commuters from Seattle and Lynnwood to Everett. Thank you.
recognize that it is imperative that our local and regional land use and transportation plans remain in-sync. It is my hope that we ensure the best possible linkage to produce transit-oriented housing and employment options with access to community and cultural resources. These important goals support other objectives such as action on climate, affordable housing, public health, as well as racial and socioeconomic equity. It is my understanding that Tacoma is working in parallel with Pierce Transit, Sound Transit, and the Puget Sound Regional Council to bring about a transit-rich, transit-oriented future for the South Puget Sound. To that end, I support the SIP concept of expanding frequent, all-day regional express bus service between the central business districts of Tacoma and Seattle 7-days a week, improving midday service from 30 to 15 minutes using the combined headways of routes 590 and 594. Speaking as a former Pierce Transit public advisory group member, I can confirm from staff presentations that Pierce Transit's pre-Covid passenger pattern tended to have a long peak in mid-day service use, so improvement of mid-day regional transit service to Seattle would provide existing local transit passengers with better connections in Downtown Tacoma, reduce wait times in Downtown Seattle, reduce overcrowding, and enable more spontaneous travel for non-work related trips. Expanded 590/594 service would support economic development in Tacoma's Downtown Core and improve regional transit equity. While there will still be a gap between service levels in Tacoma versus, for example, Route 550 serving Bellevue in weekday evenings, Pierce County's local evening transit service is not yet at the level to support 15 minute regional service between 6pm and 10pm on Weekdays. Said levels should develop further per Pierce Transit's Long Range Plan, pending additional voter-approved resources. It is important to recognize that the Pacific Avenue corridor in Downtown Tacoma is both congested and will be well-served by Pierce Transit and Sound Transit bus routes and by frequent T-Line service in the 2022 timeframe and onwards. Please conduct an analysis of the corridor between 10th and Commerce and Tacoma Dome Station that includes all Pierce and Sound Transit service to understand if the corridor may be over-or-underserved during certain times of the day. Please also monitor the Downtown Tacoma corridor for operational concerns such as bus bunching, deviation from on-time-performance, and parking-related delays. If operational constraints become more of an issue on Pacific Avenue over time it may prove useful to consider Market Street as an alternative running way between 10th and Commerce and Tacoma Dome Station for ST Express. Further, as a part of the Federal Way Link service restructure scoping, it may worth gathering feedback from the public about whether ST Express service that serves 10th and Commerce could be redeployed to serve other nearby mixed use or growth centers in Tacoma that currently lack all-day frequent regional transit access (i.e. such as Tacoma Mall, TCC, or South Tacoma). I would encourage Sound Transit staff to engage the City of Tacoma and Pierce Transit very early on in development of service concepts in such a restructure in 2022. One suggestion I have concerning the T-Line service schedule is that local light rail service should terminate at Tacoma Dome Station in such a way as to provide seamless coordinated access to all S-Line trains departing for King County in the morning. I have been a downtown Tacoma resident in the past who has used Tacoma Link to access Sounder trains and it has been sometimes frustrating to only be able to access a small subset of Sounder trips heading north using Tacoma Link without incurring dwell times in excess of 15 minutes. While I recognize operational constraints and limited options for adjusting headways with S-Line trips running on Burlington

Northern right of way, tracks for the T-Line are owned by Sound Transit and should have substantially more options for timing to ensure proper connections. Ideally Sound Transit should empower its passengers with a 5-minute period to transfer between TDS-terminating T-Line trains and northbound S-Line trains on weekday mornings. I am less concerned about evening connections into Tacoma from the S-Line to the T-Line, but again it would be great if there could be minor adjustments to ensure minimized wait time for scheduled connections. Moving from 12 to 10 minute nominal headways on the T-Line will assist in reducing transfer wait times at the S-Line platforms during the day, but I still encourage evaluating schedule and frequency adjustments to improve the utility of the T-Line for Stadium and Hilltop residents making regional trips during peak commute periods. Sound Transit should strive to work with other government partners to maintain the quality of service that passengers expect of Sound Transit's high capacity transit system by working with the City of Tacoma to improve traffic signal priority along the T-Line to improve and sustain the passenger experience. I support restoration of pre-Covid service levels for S-Line Trains, but caution that planning for future service, rolling stock and capital expansion should be dependent upon hard data on ridership trends for that mode, which factor in the effects of future light rail service.
Need at around 310 going south and need earlier pick ups in the mornings. Also keep not enforceing tickets. Seams to be helping with equality.
I am a bike commuter to Kent. I am excited to hear Sounder South service is going to be restored in the future, although it's unclear which routes. I would use the 7:55am Sounder 1505 south bound weekly if it was to be restored. Or any other southbound option after 7am.
The 3:15 train was my jam since 2018. I understand your probably wait for ridership to return, but I hope we're getting close.
I like the changes in increasing services & additions.
You need to add bus service from Bonney Lake to Sumner and Tacoma. The only bus runs when the train does. We pay STA tax too and deserve something for our money beyond a single bus during commute times.
First, I appreciate greatly the service you put on the road and the light rail. I also appreciate that the 512 will stop at Northgate Station once Northgate Link comes online and hope there will be a 512 trip out of Everett Station at 8:30 AM to coincide w/ the Skagit Transit 90X. Also worth noting you also have a rad graphics design department. I also appreciate the Sound Transit Board staying in remote meetings. But I am very displeased that Sounder North has only four one-way trips and not eight. At this point, shouldn't the Board be asked to support either scrapping Sounder North for better bus service and faster light rail to Everett OR restoring all eight Sounder North trips? This Sounder North thing's been a boondoggle and an albatross around Sound Transit's neck so it's time to force the hard conversations to get the transit the North by Northwest truly deserves.

SOUNDTRANSIT

Resolution No. R2021-19

2022 Service Plan

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	11/04/2021	Recommend to Board	Don Billen, PEPD Executive Director
Board	11/18/2021	Final action	**Matt Shelden, Deputy Executive Director of Planning & Integration, PEPD** **Brian de Place, Director of System Planning, PEPD**

Proposed action

Adopts the 2022 Service Plan with major service changes for implementation in 2022.

Key features summary

- The 2022 Service Plan includes four major service changes. Three major service changes would be implemented as early as March of 2022 depending upon operational capacity at partner agencies, and one that would occur upon completion of the Hilltop Tacoma Link Extension. The specific revenue start date of the Hilltop Tacoma Link Extension is still to be determined.
- Due to on-going operator shortages at partner agencies, the changes may be partially implemented in both March and September 2022, or deferred to a later year depending on operational capacity.
- The 2022 Service Plan focuses on how Sound Transit will provide service as the region emerges from the COVID-19 pandemic. In response to new travel patterns, this plan refocuses the nature of the ST Express bus network to prioritize all-day frequency on both weekdays and weekends to serve a larger variety of trip purposes.
- The plan also focuses on equity by proposing increases to service where people need it most, specifically South King and Pierce County, and elevate the same level of service on several key South Sound routes to match the service levels currently offered on routes serving Snohomish and East King County. Ridership was resilient and higher during the peak of the COVID-19 pandemic in South King and Pierce County and the proposed service increases are a reflection of those travel patterns.
- This action seeks formal approval to implement the levels of service provided in the 2022 Service Plan.
- A draft Service Plan was presented for public comment from August 11, 2021 through August 22, 2021. Passenger and community feedback is part of every annual Service Plan process. However, this year, we started the community input process earlier in order to give additional time to modify proposals.
- After receiving a significant number of comments regarding the Sound Transit's plan for Route 592 (DuPont-Seattle), the proposal is no longer included as a proposed change.

2022 Service Plan Changes

Major service changes, as defined by the Sound Transit Service Standards and Performance Measures:

2022 Proposed Changes, timing subject to operational capacity at partner agencies

- Route 535 (Lynnwood-Bellevue): Increase midday and weekend service to every 30 minutes and introduce Sunday service.
- Route 590 (Tacoma-Seattle): Increase service to every 15 min or better all day every day with a combined frequency of the 594.
- Sounder South (Seattle-Lakewood/Tacoma): restore service to operate up to 13 round trips

The Hilltop Tacoma Link Extensions opens in 2022; specific revenue start date is to be determined:

- Tacoma Link (Tacoma Dome- Hilltop): 2.4 miles of new track serving six new stations. Service levels increased with trains arriving every 10 minutes most of the day (increased from existing 12 minutes) on weekdays and Saturdays, and every 20 minutes on Sundays (increased from existing 24 minutes). New service would connect Tacoma Dome station to Hilltop, serving new local connections and major medical institutions.

The 2022 service plan also includes a preliminary list of minor service changes for implementation no earlier than March 2022, subject to operational capacity at our partner agencies. While defined as minor changes, several proposed service changes will also have improvements for riders. Minor changes do not require Board approval, but are included for reference:

- Route 550 (Bellevue-Seattle): increase Sunday service to every 15 minutes by re-allocating a small number of weekday trips.
- Route 560 (West Seattle-SeaTac-Bellevue): increase weekend frequency to every 30 minutes.
- Route 577 (Federal Way-Seattle): increase midday and weekend frequency to every 15 minutes or better, combined frequency with 578.
- Route 578 (Puyallup-Seattle): increase weekend frequency to every 30 minutes.

Other minor changes consist of service adjustments aimed at improving service frequency, reliability, or changing traffic and ridership conditions.

Service remains suspended on peak-oriented ST Express routes 541 (Overlake-University District), 544 (Overlake-South Lake Union), 555 (Bellevue-Northgate), and 567 (Kent-Overlake) as other parallel all-day ST Express routes serve their respective corridors, but may have more stops or require a transfer to/from Link light rail or another ST Express route. Sounder North (Everett-Seattle) service will continue to offer two roundtrips per day. Staff will continue to monitor travel patterns as we recalibrate regional service to pre-pandemic levels while being cost-conscious.

Background

Each year, Sound Transit prepares the service plan (formerly the Service Implementation Plan, or SIP), an annual update of the Agency's light rail, commuter rail, and express bus service structure and levels. The 2022 service plan focuses on how Sound Transit will provide service as the region emerges from the COVID-19 pandemic.

The draft service plan was released to the public in August 2021. In general, Sound Transit received comments in support of both major and minor service changes. However, staff has revised some aspects of the proposed service plan in response to strong public feedback and further analysis.

Changes made since the draft proposal include:

- During the outreach process, the public weighed in on a concept to add a stop on Route 592 as a way to improve local connections within Pierce County. Pierce Transit does not serve communities south of Lakewood, therefore necessitating a transfer between DuPont and Tacoma. Due to the number of people expressing concerns with the proposal both in the online open house as well as providing comment during our virtual open house and public hearing, this proposal is no longer included as a proposed change.

Additionally, several commenters during the online open house and at the public hearing indicated the need for faster service along the I-405 South corridor between Kent/Auburn and the East Side. While Route 566 (Auburn-Redmond) continues to offer service, it has a slower travel time compared to suspended Route 567 (Kent-Overlake). Service planning will continue to monitor and analyze ridership trends on these routes for ways to improve I-405 South services.

Due to a nationwide shortage in operators, also affecting regional partners that operate Sound Transit ST Express bus service, some Pierce Transit-operated service will be temporarily reduced in November 2021. As operator availability improves, restoring the reduced service will be prioritized. The shortage in operators may impact the ability to implement the proposed 2022 Service Plan changes.

Fiscal information

The 2022 Service Plan is funded by the transit mode budgets for each operating service – Link, Sounder, ST Express, and Tacoma Link. Those budgets are included in the Proposed 2022 Budget scheduled for Board consideration in December 2021. Budget authority will be granted with the adoption of the 2022 Budget, subject to any changes made by the Board.

The Proposed Budget for each mode is shown below (in thousands).

Modal Budget	2022 Proposed Budget ($000)
Link	201,365
Sounder	81,119
ST Express	150,736
Tacoma Link	11,083
Total	**$444,304**

Disadvantaged and small business participation

Not applicable to this action.

Title VI Compliance

Overall, the changes proposed for 2022 increase service for Sound Transit passengers.

The following table summarizes major service changes for 2022. Each route adds platform hours without taking away service from existing ST routes while improving service frequency and reliability. Therefore it was determined that no major proposed service change results in an adverse effect.

Routes	Service Change Proposal	Title VI Populations	Adverse Effect
535 (Lynnwood-Bellevue)	Increase midday and weekend service to every 30 minutes and introduce Sunday service.	- Minority Population: ST District average: **40.4%** Route 535 service area: **37.4%**	No

		- Low Income: ST District average: **15.3%** Route 535 service area: **10.8%** - LEP: ST District average: **10.1%** Route 535 service area: **10%**	
590 (Tacoma-Seattle)	Increase service to every 15 min or better all day every day with a combined frequency of the 594.	- Minority Population: ST District average: **40.4%** Route 590 service area: **43.2%** - Low Income: ST District average: **15.3%** Route 590 service area: **23.3%** - LEP: ST District average: **10.1%** Route 590 service area: **7.5%**	No
S Line (Sounder South) Seattle-Lakewood/Tacoma	Restore service to operate up to 13 round trips by September 2022.	- Minority Population: ST District average**: 40.4%** Route Sounder South service area: **46.6%** - Low Income: ST District average: **15.3%** Route Sounder South service area: **19.4%** - LEP: ST District average: **10.1%** Route Sounder South service area: **12.2%**	No
Tacoma Link (Hilltop-Tacoma Dome)	Increase frequency to 10 min on weekdays and Saturday, 20 min on Sundays, expand service with 2.4 miles of new track serving six new stations connecting Tacoma Dome to Hilltop.	- Minority Population: ST District average**: 40.4%** Tacoma Link service area after project: **42.6%** - Low Income: ST District average: **15.3%** Tacoma Link service area after project: **21.2%** - LEP: ST District average: **10.1%** Route Tacoma Link service area after project: **8.7%**	No

Public involvement

The public involvement process began in spring 2021 beginning with early discussions with community and business groups to understand transit needs and receive feedback on initial service concepts. The draft proposals for the Service Plan and a survey requesting feedback on the proposed changes was available in an online open house format, which allowed for a fully in-language experience for non-English speakers. We translated the online open house into Spanish, Chinese, Vietnamese, Somali, and Russian. The survey was open from August 11 to August 22, 2021. We received 1,243 English respondents, three Spanish survey respondents and three Chinese survey respondents. There were also two virtual events where the public was able to learn more, engage with project staff by asking questions and providing comment. In addition, the public was invited to learn more about the project by phone or email.

The public were notified of the opportunity to provide feedback on the service plan through email and text alerts that were sent to over 26,963 riders who had opted to receive updates concerning Sound

Transit service. Additionally, fact sheets describing the plan were distributed to our stakeholders via email. The fact sheet provided in English, Spanish, Simplified Chinese, Vietnamese, Somali and Russian explained the project and the corresponding goals of the 2022 Service Plan and how to provide feedback. Lastly, the plan was distributed via a blog post, social media, and a July 28, 2021, press release that was delivered to 280 standard media outlets.

The survey asked respondents to identify demographic information, which was used to understand impacts to Title VI populations and inform the final equity analysis.

Time constraints

A one-month delay would create a significant impact to our operating partners' ability to deliver this service. Operating agencies require time to create and fill operator shifts and plan for maintenance.

Prior Board/Committee actions

Resolution No. R2020-18: Adopted the 2021 Service Plan with major service change for implementation in March and September 2021.

Environmental review – KH 9/22/21

Legal review – AJP 10/29/21

SOUNDTRANSIT

Resolution No. R2021-19

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting the 2022 Service Plan, and authorizing the chief executive officer to implement recommended service changes in 2022.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under chapters 81.104 and 81.112 of the Revised Code of Washington (RCW) for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Sound Transit district on November 5, 1996, November 4, 2008, and November 8, 2016, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, express bus, commuter rail and light rail service will be implemented in phases, providing a program for route implementation and service increases over time which meet the commitments in Sound Move, Sound Transit 2, and Sound Transit 3; and

WHEREAS, the proposed service changes included in the 2022 Service Plan are consistent with the proposed 2022 Agency Budget and Long-Range Financial Plan.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority that the 2022 Service Plan is adopted, and the chief executive officer is authorized to implement the 2022 service changes included in the plan as described below:

March 2022 (subject to deferral due to operator availability)

ST Express Bus

Route 535 (Lynnwood – Bellevue) will increase midday and weekend service to every 30 minutes and introduce Sunday service.

Route 590 (Tacoma– Seattle) will increase service to every 15 min or better all day every day with a combined frequency of the 594.

Sounder

Sounder South (Seattle – Lakewood/Tacoma) will restore service to operate up to 13 round trips.

Tacoma Link Hilltop extension opens in 2022. Specific revenue service start date to be determined

Tacoma Link (Hilltop-Tacoma Dome) will increase frequency to 10 min, expand service with 2.4 miles of new track serving six new stations connecting Tacoma Dome to Hilltop.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on November 18, 2021.

Kent Keel
Board Chair

Attest:

Kathryn Flores
Board Administrator

Appendix Q

SOUNDTRANSIT

Title VI Service and Fare Equity Analysis (SAFE)

Northgate Link Extension

Final Report

Table of Contents

Executive Summary *4*

1 Introduction *5*

1.1 Regulatory Framework **5**
1.1.1 Transit Title VI Program Plan 6
1.1.2 National Environmental Policy Act - Environmental Justice Review for the Project 6

1.2 The Central Puget Sound Transit Environment **7**
1.2.1 Northgate Environment 7

2 Service Equity Analysis – A Regional Approach *7*

2.1 Interagency Coordination Strategy **8**
2.1.1 Regional Long-Term Planning Context 8
2.1.2 Interstate 5 North Corridor 9
2.1.3 State Route 522 Corridor 9
2.1.4 State Route 520 Corridor 9
2.1.5 North Seattle Area 14

2.2 Sound Transit Service Changes **14**
2.2.1 Policies and Definitions 14
2.2.2 Major Service Change 14
2.2.3 Adverse Effects 15
2.2.4 Public Involvement Policy 15
2.2.5 Service Standards and Performance Measures 15

2.3 Definitions and Data Analysis **15**
2.3.1 Demographic Analysis Methodology and Title VI Data Definitions 15
2.3.2 Sound Transit Title VI Population Estimates 16
2.3.3 Service Area Methodology 20

2.4 Sound Transit Route-Level Service Change Title VI Analysis **20**
2.4.1 Route 510 20
2.4.2 Route 511, 512, 513 21
2.4.3 Route 522 24
2.4.4 Route 542 26
2.4.5 Route 555/556 27
2.4.6 Route 586 29
2.4.7 Link 30

2.5 Summary of Sound Transit Service Equity Analysis Results **32**

2.6 Proposed Metro Service Changes **33**
2.6.1 Approach to Measuring Impacts 34
2.6.2 Proposed September 2021 Service Changes 34
2.6.3 Title VI Analysis 34
2.6.4 Alternatives and Mitigation 36
2.6.5 Conclusion 37

2.7 Community Transit Service Changes **38**
2.7.1 Restructure Proposal Related to Project 38
2.7.2 Title VI Analysis 38
2.7.3 Ridership Retention 39
2.7.4 Summary of Impacts 39

2.8 Coordinated Partner Service Changes Conclusion **40**

3 Fare Equity Analysis *40*

3.1 Description of Fare Changes **41**

3.2 Policies and Definitions 41
3.2.1 Fare Equity Analysis Policy 41
3.2.2 Link Fare Policy and Rates 41
3.2.3 Fares on ST Express and Other Possible Transfer Modes 43
3.3 Dataset Description and Technique Used to Collect Data 43
3.4 Fare Media Analysis 44
3.5 Disparate Impact/Disproportionate Burden 45
3.6 Fare Impact Mitigation 46
4 Public Involvement and Outreach 47
4.1 Equitable Engagement at Sound Transit 47
4.2 Coordination with Partners 48
4.3 Engagement for the Northgate Link Extension Bus Restructure 48
4.4 Results for the Project Bus Restructure Engagement 49
4.4.1 Phase 1: Link Connections: Northgate 49
4.4.2 Phase 2a: North Link Connections Mobility Project 50
4.4.3 Phase 2b: Link Connections: Northgate 51
4.4.4 Phase 3: 2021 Service Plan Engagement 51
4.5 Findings from the 2021 Service Plan Engagement 52
4.6 Engagement for SAFE 52
4.7 Summary of Public Involvement and Outreach 52

5 Conclusion 53
6 Appendix 55

Executive Summary

As a new extension of the existing Link light rail system, the opening of the Northgate Link Light Rail Extension project requires a Service and Fare Equity (SAFE) analysis to ensure the associated changes prove beneficial and were selected without regard to race, color or national origin.

In fall 2021, the 4.3-mile Northgate Link Light Rail Extension (the Project) will bring three new stations (Northgate, Roosevelt and the U District) to North Seattle and offer new connections to passengers around the region.

The Sound Transit service area includes the coordinated provision of service by a variety of transit partners. For several years, Sound Transit worked alongside Community Transit and King County Metro (Metro), to plan for the Project opening. An important consideration in service planning efforts was in support of an integrated regional transit network that acknowledges the increasing need for passengers to use Community Transit, Metro and Sound Transit services. As Link continues to expand, ongoing coordination to provide an integrated network will be essential to the region's collective success.

When the Project opens, some ST Express and partner routes will be rerouted to feed the expanded Link system at Northgate, Roosevelt and U District Stations. The opening presents an opportunity to reduce bus operating costs by terminating trips from Snohomish County at Northgate, while allowing customers to avoid traffic by transferring to Link. This is a planning effort that has required extensive coordination among partners to ensure the network works collaboratively and that community engagement helps inform planning.

The goal of service changes in support of the Project is to provide equitable, effective, and reliable service, while being efficient and fiscally responsible. Sound Transit coordinated with Community Transit and Metro on their service changes related to the project opening. This document includes an overview of the operating partner analyses for the coordinated changes that support the network necessary for the project opening. This includes a review of the major service changes related to the Project, adverse effects and reasoning for the proposed service changes, and the consideration of steps to avoid, minimize or mitigate any adverse effects.

The 2021 proposed service changes were developed through a process that included public comment and were approved by the Sound Transit Board in late 2020 (Appendix A). The process for the development of service changes for partner agencies Metro and Community Transit included public comment and approval by respective board/councils. Metro's service changes are pending, with anticipated adoption in May 2021. Throughout the process, robust and equitable public participation helped inform decision-making.

While each operating agency identifies adverse effects, these result from the variety of service changes needed to bring the Project online and minimize redundancies. Each partner analyzed the adverse effects with consideration of the restructure for the project, and this document looks at the network and associated changes collectively as a whole.

All of the associated service changes that support an undertaking at the magnitude of the Project are done to improve service and increase system connectivity. The Project, which includes associated partner service provisions, is designed to provide fast, frequent, and reliable service that connects new and existing transit users to jobs, education, recreation, and other opportunities.

Other Project benefits include meeting the growing demand for transit in the region and increasing transit ridership. When the Project opens, Link will improve headways to operate every eight

minutes during peak periods, every 10 minutes during the midday and on weekends, and every 15 minutes during the evenings.

The Project and associated overall partner agency service changes prove beneficial and were selected without regard to race, color or national origin.

1 Introduction

This Service and Fare Equity (SAFE) Analysis is being conducted for the Northgate Link light rail extension of Sound Transit's Link light rail system. The Project would not have been possible without the Federal Transit Administration (FTA) commitment of $150 million through grant funding and a $615 million TIFIA (Transportation Infrastructure Finance and Innovation Act) loan through the United States Department of Transportation's Build America Bureau.

Per FTA Circular 4702.1B, transit providers that will implement a New Starts fixed guideway capital project shall conduct a SAFE analysis. Per the circular, changes to parallel or connecting service (operated both by Sound Transit, Metro and Community Transit) are also included in this evaluation.

Sound Transit conducts a Title VI service equity analysis to ensure that changes to transit service are consistent with Title VI policies defined by the FTA and Board policies defined by the Sound Transit Board of Directors. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states:

> *No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

The Title VI analysis provides an assessment of potential impacts to minority and low-income communities associated with the proposed changes in the service plan. The analysis includes the service changes and associated equity analysis, the fare change and equity analysis, and the public outreach process for the Project and associated changes.

1.1 Regulatory Framework

Chapter IV of the FTA's Circular 4702.1B further describes the requirements that FTA recipients must follow to ensure that the programs, policies and activities comply with the Title VI requirements. The requirements set system-wide service standards and policies that apply to all fixed-route providers of public transportation service.

Title 49 CFR Section 21.5 (b)(2) specifies that a recipient shall not "utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color or national origin." Section 21.5 (b)(2) requires recipients to "take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color or national origin."

Transit providers that operate 50 or more fixed-route vehicles in peak service and are in an urbanized area (UZA) of 200,000 or more in population are required to meet all requirements of Chapter IV including setting service standards and policies, collecting and reporting data, monitoring transit service, and evaluating fare and service changes. All three transit partners meet the requirements listed above.

1.1.1 Transit Title VI Program Plan

Sound Transit prepared the Title VI Program Plan in compliance with Title 49 CFR Section 21.9 (b) and with the FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The purpose of the Title VI Program is to document the steps Sound Transit has taken and will take to ensure Sound Transit provides services without excluding or discriminating against individuals on the basis of race, color or national origin. The Title VI Program Plan provides an outline of Sound Transit's Title VI policies including what constitutes a major service change, the disparate impact and disproportionate burden policy. The Title VI Program Plan also includes the general requirements for Title VI and the requirements for fixed route transit providers. In October 2019, the Sound Transit Board approved the Title VI Program Plan Update that was submitted to FTA.

As direct recipients of FTA funding, Metro and Community Transit are also required to prepare and submit a Title VI Program Plan.

1.1.2 National Environmental Policy Act - Environmental Justice Review for the Project

In 2006, the Final Environmental Impact Statement (FEIS) for North Link was submitted as a supplement to the Central Link Project FEIS of 1999. It provided additional information regarding impacts and alternatives, and it discussed changes to the proposal since the 1999 analysis. The scope of environmental review and range of alternatives evaluated in the FEIS responded to public and agency comments received during the public scoping process that began in October 2001. After the close of the formal scoping period, community participation was further extended through community workshops, stakeholder presentations and agency coordination meetings. The North Link alternatives design provided enough information to identify potentially significant impacts and measures available to mitigate them.

The FEIS determined that a No-Build Alternative would be inconsistent with regional policies because the light rail project was an integral component of Destination 2030 and Sound Move, the proposed regional transit system. The selected alignment was determined to have disproportionately high and adverse effects on the minority or low-income populations in the Northgate Link area. The alignment was determined to provide benefits to residents including the minority and low-income populations living near the station areas. These benefits included improved access to transit, transit travel time savings, expanded access to employment and other amenities, streetscaping and other improvements, and the potential for increased economic development. The analysis determined impacts were limited in scope or could be mitigated. For mitigation of impacts, Sound Transit developed programs and policies to assist the relocation of businesses and residents.

Due to needed refinements of the project, Sound Transit published a Supplemental Environmental Impact Statement (SEIS) for the North Link Project (including the Northgate Link segment) in 2014 and 2015 regarding additional refinements and additions to the project. The 2014 SEPA determined that the "relocated transmission line would not substantially change the analysis of significant impacts and alternatives in the Final SEIS and no new probable significant environmental impacts would arise." The 2015 SEPA concluded that, although some conditions have changed, the impact determination for cumulative effects would be the same as in the Final SEIS, due to the minor nature of these changes. Both concluded that the Project impacts were limited in scope or could be mitigated and would continue to provide substantial benefits.

1.2 The Central Puget Sound Transit Environment

As the regional transit provider, Sound Transit trains and buses offer express service between major population and employment centers in King, Pierce and Snohomish counties. Sound Transit's district stretches 1,080 square miles and serves about three million people, or 40% of the state's population. Sound Transit works closely with local transit agencies that provide service in the Sound Transit district. Metro is the largest of these partner agencies, serves Washington State's most populous county and has a service area of approximately 2,150,000. Community Transit in Snohomish County has a service area population of approximately 565,244, and Pierce Transit in Pierce County has a service area of approximately 555,578. Operating partners provide local service to their respective counties as well as express service to transit hubs within King County.

Figure 1 Link Current Alignment

1.2.1 Northgate Environment

Link currently runs from Angle Lake (south of the Sea-Tac Airport) to University of Washington (UW). The Project will extend Link north from U District Station to Northgate (Figure 1). The Project includes two underground (U District and Roosevelt) stations and an elevated station at Northgate, which will feature frequent bus connections, a park-and-ride, and a bicycle/pedestrian bridge to North Seattle College (Figure 2).

Sound Transit's expansion of the existing Link will enhance transit access and speed and reliability for the diverse neighborhoods along the new and existing corridor. The Project will bring new service to: University District (U District), Roosevelt and Northgate while providing expanded access to and from south King County, south/central Seattle and Sea-Tac Airport.

The Project will operate within an area historically dense with transit service operated primarily by Metro. In addition, the Northgate Station is located at the current Northgate Transit Center, which is served by both Metro and Sound Transit bus service. The Project also parallels extensive express bus service on I-5 operated by Sound Transit and Community Transit providing connections between King and Snohomish counties.

2 Service Equity Analysis – A Regional Approach

The opening of the Project offered a significant opportunity to restructure existing bus service to provide more connections for transit riders and minimize redundant services. In order to develop the new transit network Sound Transit, Metro and Community Transit worked closely with each other, stakeholders, and members of the public. This section describes the service changes and equity analysis that Sound Transit, Metro and Community Transit adopted as a result of the Northgate extension.

Each agency provides a unique type of service in the Project area. Sound Transit provides regional express bus service — with longer distances between stops — in addition to Link and commuter rail service. Metro provides primarily local service within King County, connecting

Figure 2 Northgate Alignment

neighborhoods and communities with more frequent stops. Community Transit provides primarily local service within Snohomish County. Within the Project area, Community Transit bus service is primarily commuter service between Snohomish County and King County.

Service changes for all three partner agencies underwent service equity analysis during the planning process prior to adoption. Metro and Community Transit service changes were analyzed based on each agency's approved Title VI definitions and methodologies. Metro's and Community Transit's analyses appear in Appendix B and C of this report. Sound Transit evaluated the impact of service changes to both ST Express and Link service. Read the full analysis in Appendix D of this report.

2.1 Interagency Coordination Strategy

The extension of Link presented a large opportunity to re-envision transit service throughout the region by harnessing the benefits speed, reliability and capacity provided by this major regional investment. When planning for the opening of the Project began, there was recognition among Community Transit, Metro and Sound Transit about the benefits of truncating certain routes at new Link stations and reinvesting the savings of operating shorter routes into improved frequencies.

Because of the regional nature of this project, bus service was significantly restructured along three major corridors intersecting the Project and neighborhoods adjacent to new stations (Figure 3). The following section summarizes how changes in each corridor were coordinated and consistent with long-term plans.

2.1.1 Regional Long-Term Planning Context

For several years Sound Transit, Metro and Community Transit have been collaboratively planning for the Project opening. Many ST Express routes were designed to serve customers during the funding, planning and construction of high-capacity transit. The concept of interim express bus service establishing a market for high-capacity transit is codified in the enabling legislation of Sound Transit as Revised Code of Washington (RCW) 81.104.015:

(2) "High-capacity transportation system" means a system of public transportation services within an urbanized region operating principally on exclusive rights-of-way, and the supporting services and facilities necessary to implement such a system, including interim express services …

As projects like Northgate Link Extension reach completion, Sound Transit is charged to work with the region's transit

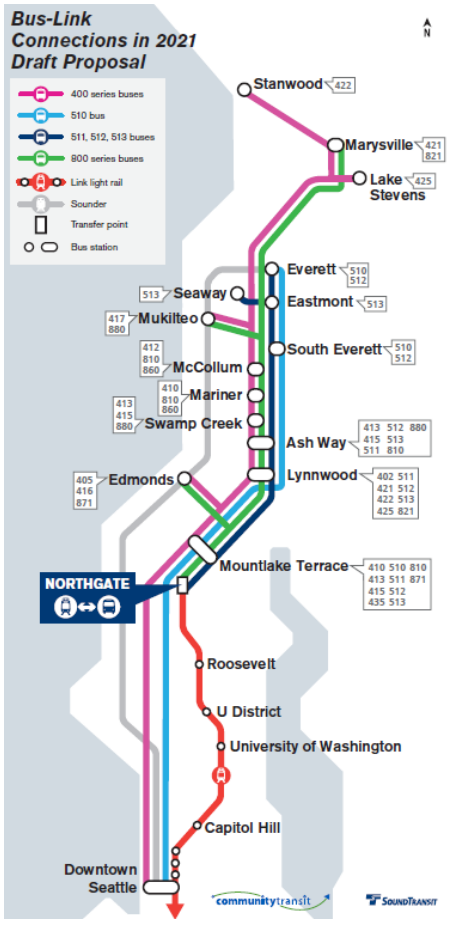


Figure 3 Bus-Link Connections in 2021

agencies to modify existing service to complement, and not duplicate, new transit investments and services, pursuant to RCW 81.112.010:

As the single agency's services are established, any public transportation services currently provided that are duplicative should be eliminated.

2.1.2 Interstate 5 North Corridor

I-5 is a north-south limited-access highway connecting downtown Seattle with the Northgate neighborhood and western Snohomish County.

Community Transit is a public transit benefit district serving a large fraction of the urbanized areas of Snohomish County excluding the City of Everett. Community Transit operates express service during peak periods from Snohomish County and park-and-rides to the UW Seattle campus (800-series routes) as well as downtown Seattle (400-series).

Sound Transit currently operates four express bus routes connecting Snohomish County to downtown Seattle (510-series routes). Sound Transit's regional tax authority covers much of the southwestern portion of Community Transit's benefit district and includes the City of Everett. Sound Transit service in this corridor is designed to establish a market for future Link extensions, with a mandate of eliminating service duplications once high-capacity transit begins operating.

Community Transit and Sound Transit coordinated under a broad strategy to leverage the strengths of each agency. A consensus between the agencies formed in which Community Transit would truncate their 800-series routes serving the UW while the 400-series routes would continue serve downtown Seattle directly. Providing Snohomish County riders outside of Everett with a peak-period one-seat ride allowed an opening for Sound Transit to truncate most of its downtown Seattle service at Northgate Station, while preserving direct peak-period service for Everett riders (Route 510).

2.1.3 State Route 522 Corridor

SR-522 is an east-west arterial roadway connecting northeast Seattle with the cities of Lake Forest Park, Kenmore, Bothell and Woodinville. There are a number of existing transit amenities such as business access and transit lanes, queue jumps and bus shelters shared by Sound Transit and Metro service. Sound Transit is currently developing the Bus Rapid Transit (BRT) Stride S3 line to serve this corridor.

Currently this corridor is served by all-day Route 522, which operates as frequently as every eight minutes during peak periods and 30-60 minutes during the midday, evenings and weekends. Route 522 connects this corridor to downtown Seattle. In addition to truncating Route 522 at Roosevelt Station, off-peak frequencies will increase to emulate frequent all-day future BRT service more closely, while peak frequencies will be reduced in order to maintain more consistent service levels throughout the day. In order to accommodate peak-period ridership demand, Metro routes 320 and 322 will provide peak-period capacity in the corridor between Kenmore and Roosevelt/Northgate stations. Schedules will be coordinated to minimize overlap and maximize consistent headways. Metro helps connect markets not served by Link, such as Seattle's First Hill (with Route 322) and South Lake Union (with Route 320) neighborhoods. Additionally, Metro operates Route 372 in this corridor, connecting Bothell directly with the UW.

2.1.4 State Route 520 Corridor

SR-520 is an east-west limited-access highway connecting the UW and I-5 with Kirkland, Bellevue and Redmond. Numerous Sound Transit and Metro bus routes traverse this corridor.

Sound Transit Route 555 is a peak period, peak direction service connecting Northgate to Bellevue. Sound Transit Route 556 is a peak period, peak direction service connecting Issaquah to Northgate via Bellevue and the UW. These routes are currently under pandemic-related suspension.

Sound Transit Route 542 connects Redmond to UW and Roosevelt. Metro Route 271 connects the UW with Bellevue as express service, and between Bellevue and Issaquah as local service. Because the Project will connect the U District with Roosevelt and Northgate stations, the duplicative portions on Sound Transit routes 542 and 556 with Link were eliminated. If this same approach were applied to Sound Transit Route 555, the result would be almost identical to the Metro Route 271 between UW and Bellevue. Sound Transit and Metro shared passenger load projections to confirm that Route 271 could singularly accommodate the UW-Bellevue market, enabling the elimination of Route 555. This enabled the preservation of a route serving UW from a different corridor, including Sound Transit Route 586 (Tacoma Dome-University District). Route 586 had been proposed for elimination but serves a significant fraction of low-income and minority communities.

Figures 4, 5 and 6 outline the Project-related service changes and include demographic information for minority, low-income and limited-English proficiency (LEP) persons located within the Sound Transit Service District.

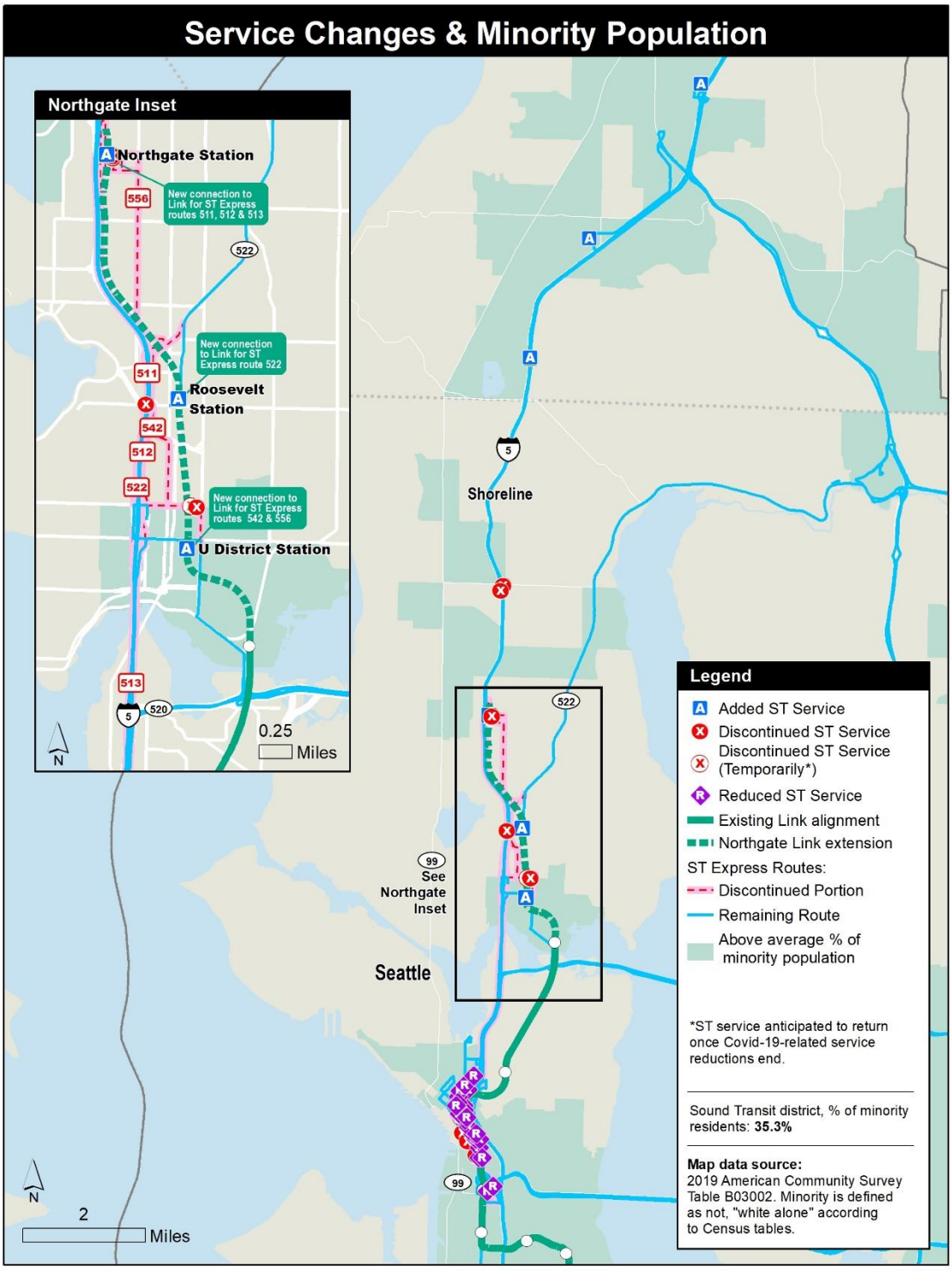

Service Changes & Minority Population
Northgate Inset
Northgate Station
New connection to Link for ST Express routes 511, 512 & 513
New connection to Link for ST Express route 522
Roosevelt Station
New connection to Link for ST Express routes 542 & 556
U District Station
0.25
Miles
N
Shoreline
See Northgate Inset
Seattle
2
Miles
Legend
Added ST Service
Discontinued ST Service
Discontinued ST Service (Temporarily*)
Reduced ST Service
Existing Link alignment
Northgate Link extension
ST Express Routes:
Discontinued Portion
Remaining Route
Above average % of minority population
*ST service anticipated to return once Covid-19-related service reductions end.
Sound Transit district, % of minority residents: 35.3%
Map data source:
2019 American Community Survey Table B03002. Minority is defined as not, "white alone" according to Census tables.

Figure 4 Service Changes and Minority Population

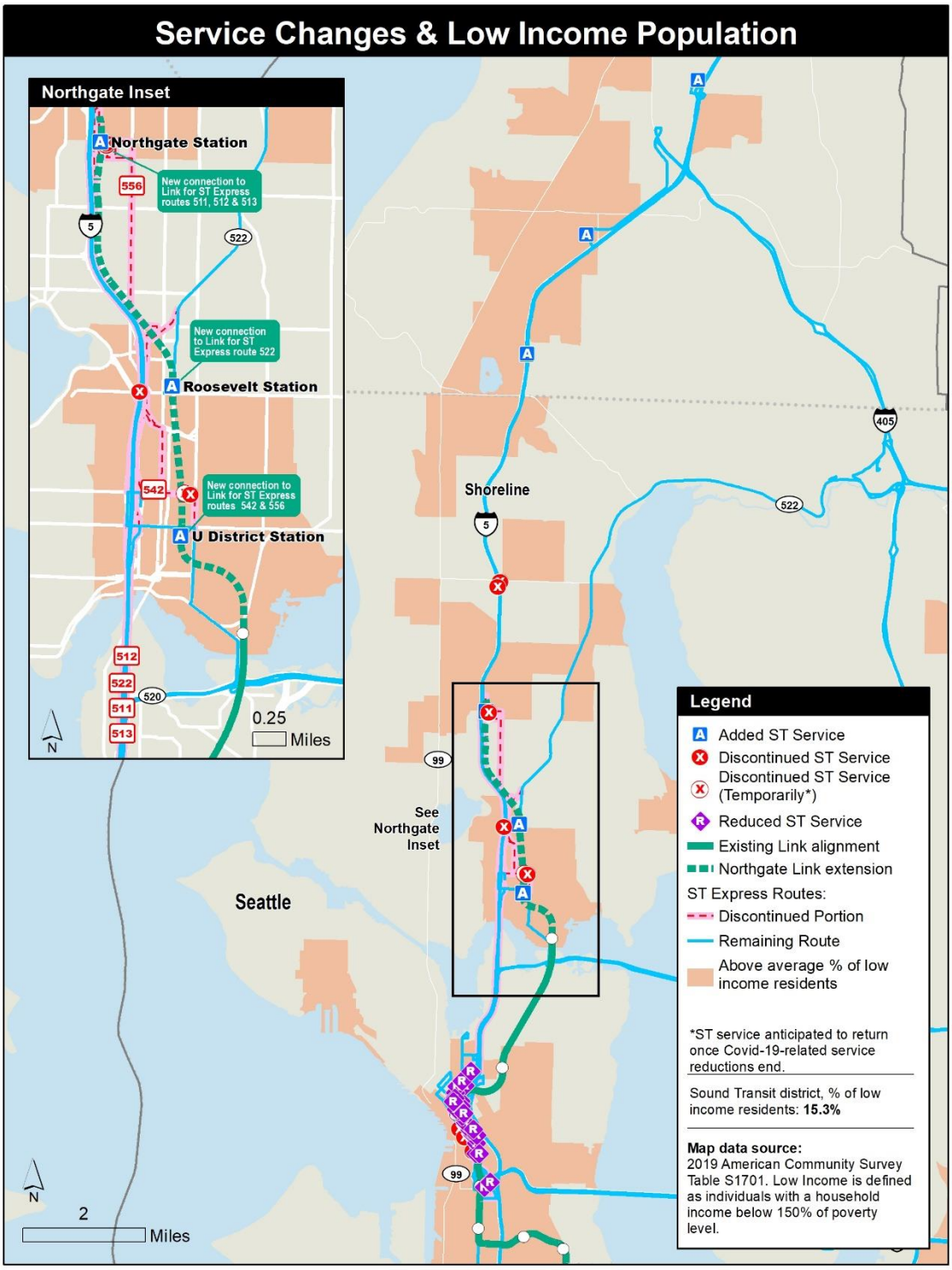


Figure 5 Service Changes and Low-Income Population

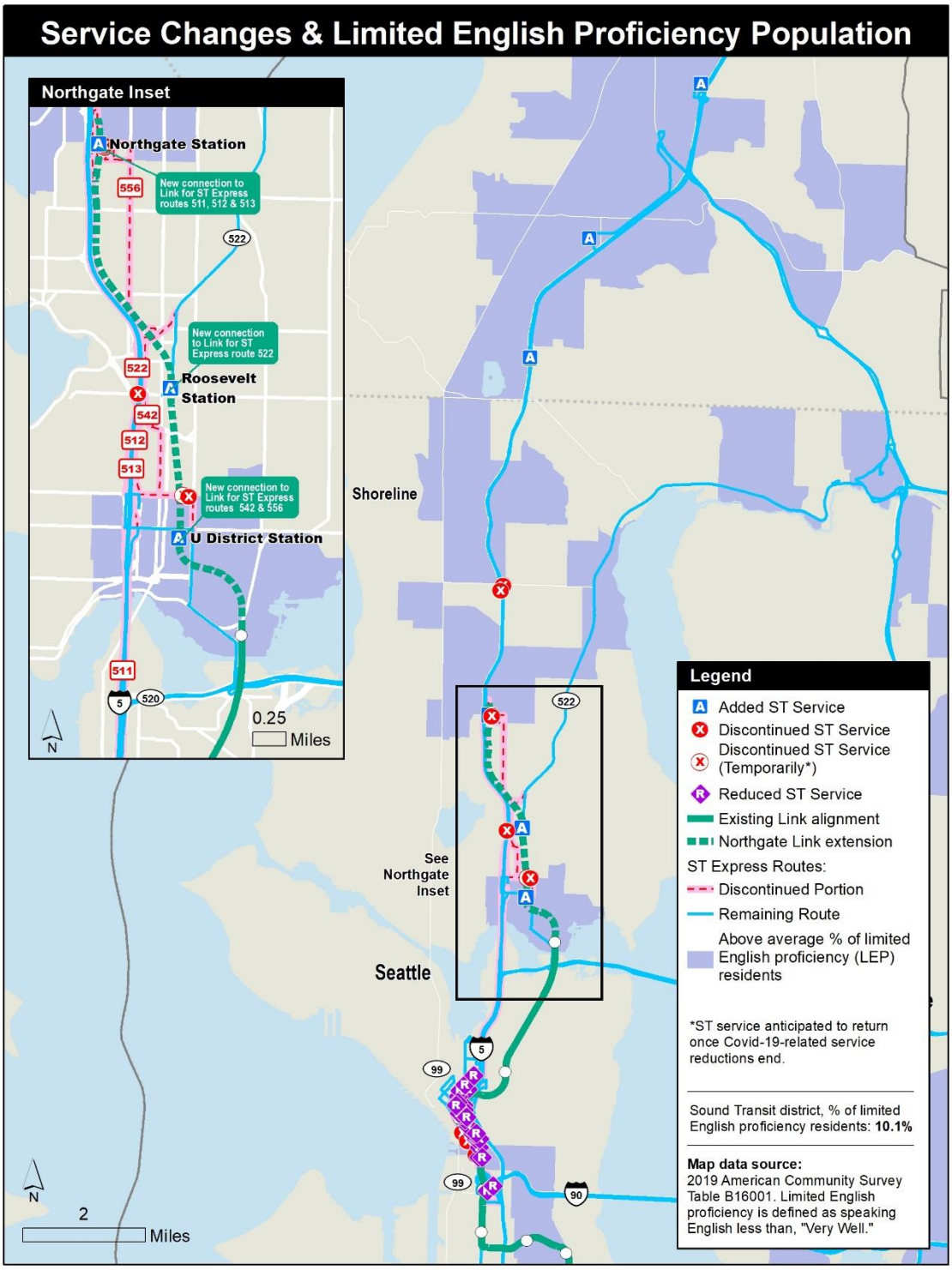


Figure 6 Service Changes and Limited-English Proficiency Population

2.1.5 North Seattle Area

Local bus service connecting North Seattle with adjacent cities and neighborhoods will be realigned to accommodate the new stations at Northgate, Roosevelt and the U District. Metro Route 41, which currently connects downtown Seattle with Northgate and Lake City, will be eliminated owing to its duplication with the Link extension and other restructured routes.

Changes to service are outlined in greater detail further below.

2.2 Sound Transit Service Changes

When the Project opens, some ST Express routes will be rerouted to feed the expanded Link system at Northgate, Roosevelt and U District Stations. When the extension opens, Link will improve headways to operate every eight minutes during peak periods, every 10 minutes during the midday and on weekends, and every 15 minutes during the evenings.

The opening presents an opportunity to reduce bus operating costs by terminating trips from Snohomish County at Northgate, while allowing customers to avoid traffic by transferring to Link. This will help offset costs from the Project and Link Operations and Maintenance Facility East, which will accommodate longer trains and more service with the opening of the new extension. Sound Transit services affected by the opening of the Project are routes 510, 511, 512, 513, 522, 542, 555, 556 and Link. Moreover, the reduced fare and tax revenue as a result of the pandemic required additional operating cost containment implemented through service changes.

Sound Transit included service changes related to the Project in the annual Service Plan which outlines planned changes to service in the next budget year. The Sound Transit Board of Directors adopted the 2021 Service Plan, including Northgate Link service changes, in November 2020. Prior to Board adoption, Sound Transit solicited public input on this plan in September 2020, and staff revised proposals based on feedback, which are reflected in this document.

The following section provides the service equity analysis for the Sound Transit service changes associated with the opening of the Project.

2.2.1 Policies and Definitions

Sound Transit documented the development and Title VI analysis for service changes related to the Project in the agency's 2021 Service Plan using approved policies and definitions to identify major service changes and assessing their impacts on Title VI populations. The section below describes Sound Transit's approved policies identifying major service changes, identifying adverse effects and evaluating any impacts on Title VI populations.

2.2.2 Major Service Change

Resolution R2013-18, adopted by the Sound Transit Board of Directors in 2013 (Appendix E), established policies for conducting equity analyses of major service changes and assessing the impacts on minority and low-income populations.

This policy defines a major service change as follows:

- A major service change is any single change in service on an individual bus or rail route that would add or eliminate more than 25% of the route's weekly platform service hours.
- Move the location of a stop or station by more than a half mile.
- Closing or removing a stop or station without replacement within a half mile.

2.2.3 Adverse Effects

The adopted Sound Transit major service change policy defines potential adverse effects of major service changes and thresholds for determining whether the proposed service change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations. Definitions are as follows:

- A potential **adverse effect** is a geographical or time-based addition or reduction in service that includes but is not limited to: changes to span of service, changes to frequency of service, or elimination of routes or route segments.
- A **disparate impact** occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area.
- A **disproportionate burden** occurs when the low-income percentage of the population adversely affected by a major service change is greater than the average low-income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the service equity analysis, Sound Transit will consider steps to avoid, minimize or mitigate the adverse impacts, and reanalyze the modified changes to determine if the impacts are removed or lessened.

2.2.4 Public Involvement Policy

Sound Transit's Inclusive Public Participation Policy, Resolution R2011-15 (Appendix F) guides public outreach for proposed service and fare changes**.** The document describes in greater detail public involvement efforts conducted for the service changes associated with the Project.

2.2.5 Service Standards and Performance Measures

Service standards and performance measures are a set of guidelines that are used to design, evaluate, and modify transit service. The standards and measures establish baselines to obtain optimum efficiency and effectiveness in the system on a short-term basis, while maintaining or improving the quality of service. Planning and day-to-day management of transit service is based on the established service standards and performance measures. The guidelines provide a process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

The Service Standards and Performance Measures define the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure Sound Transit services are meeting the demand for regional transit in the Puget Sound area.

2.3 Definitions and Data Analysis

The following sections describe the data definitions and methodologies used by Sound Transit to develop estimates for Title VI populations within the Sound Transit service area.

2.3.1 Demographic Analysis Methodology and Title VI Data Definitions

Sound Transit uses census demographic data to identify Title VI communities (minority, low-income and limited-English proficiency) for service equity analysis and calculates the systemwide or mode-specific average representation of these communities within the general population. Only minority or low-income status are used to determine if a disparate impact or disproportionate burden must be mitigated or analyzed. However, identifying LEP residents helps Sound Transit

to ensure that outreach efforts reach diverse customers. Sound Transit uses the 2010 designated census tracts as the geographic basis for assessing the Title VI populations.

Sound Transit uses the most recent five-year demographic estimates available from American Community Survey (ACS).

The following sections describe the methodology for identifying each of the Title VI populations for the purposes of the annual service equity analysis.

2.3.2 Sound Transit Title VI Population Estimates

Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for Title VI populations for the Sound Transit service area are identified by census tract and the district overall.

Table 1 shows Title VI population averages for the Sound Transit service area using the American Community Survey five-year estimates 2018 dataset. Minority and low-income averages serve as a comparison in the service change analysis to determine if mitigation must be considered, while LEP averages help to advise the outreach strategy. The maps below (Figures 7, 8 and 9) show census tracts with minority and low-income populations above the Sound Transit district average and LEP.

Table 1 Sound Transit District Populations

Title VI Populations (2018)	Percentage of District Population
Minority	39.7%
Low-income (150% Poverty)	16.4%
Limited-English Proficiency	10.1%

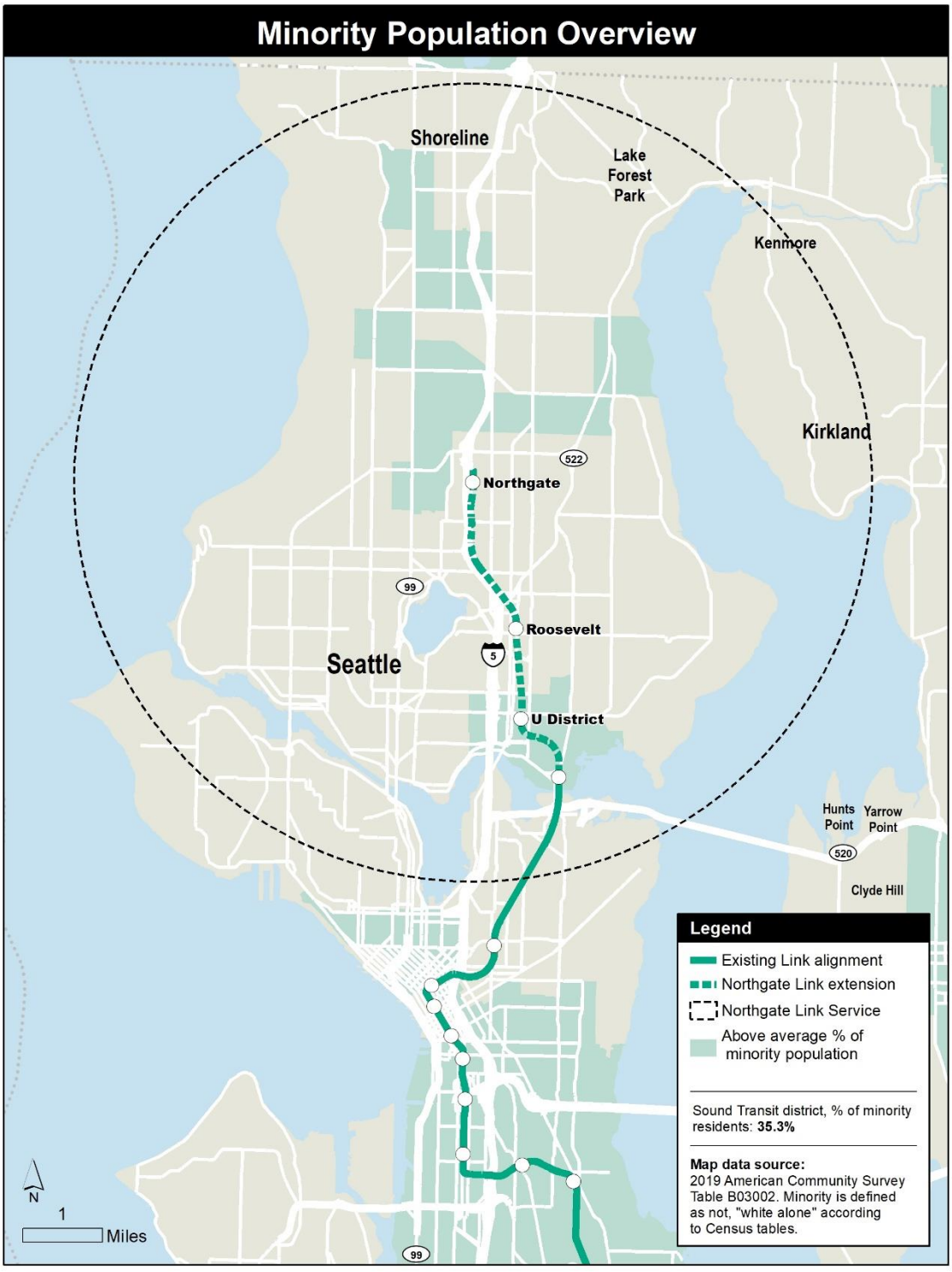


Figure 7 Minority Population Overview

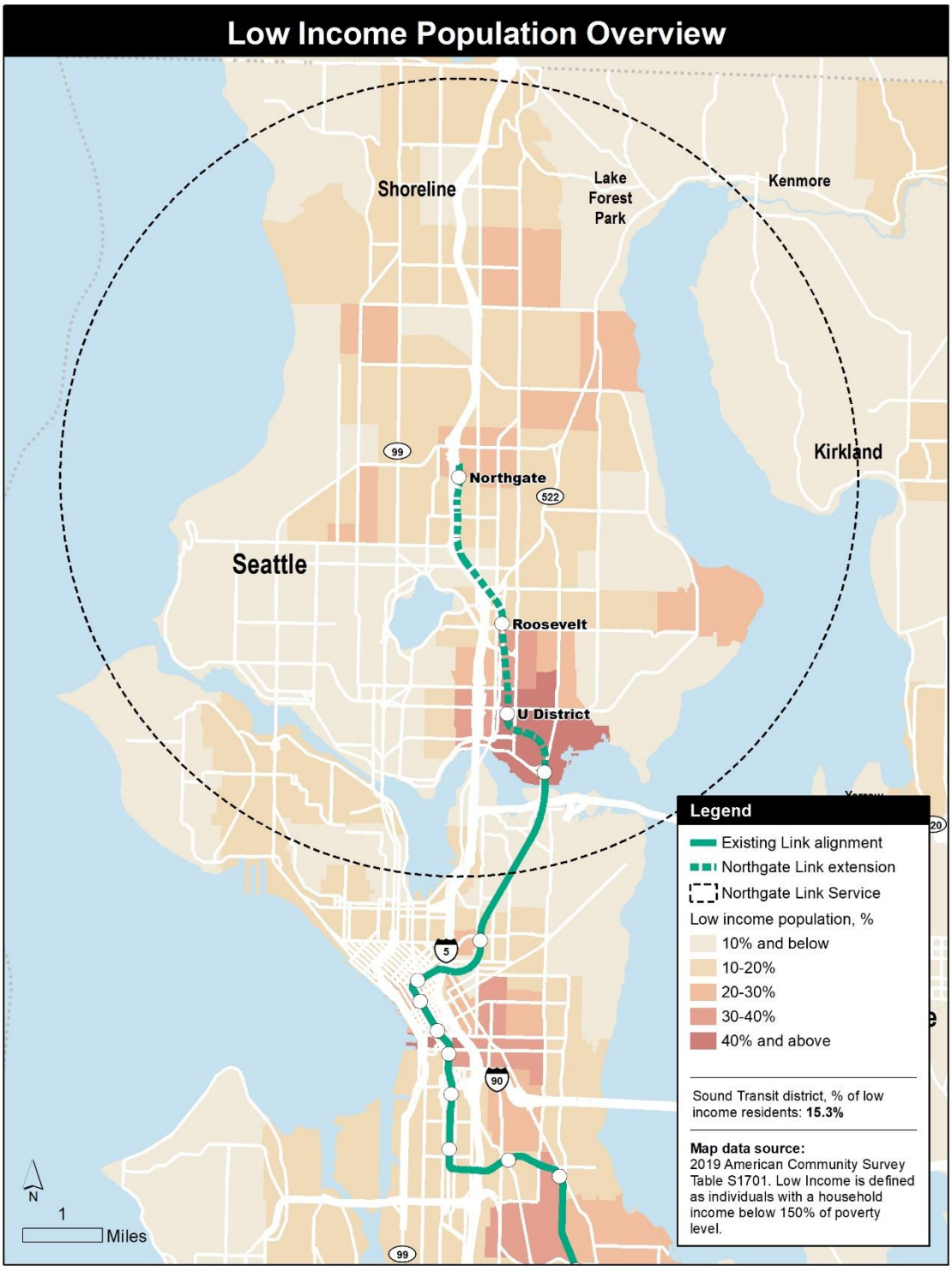


Figure 8 Low-income Population Overview

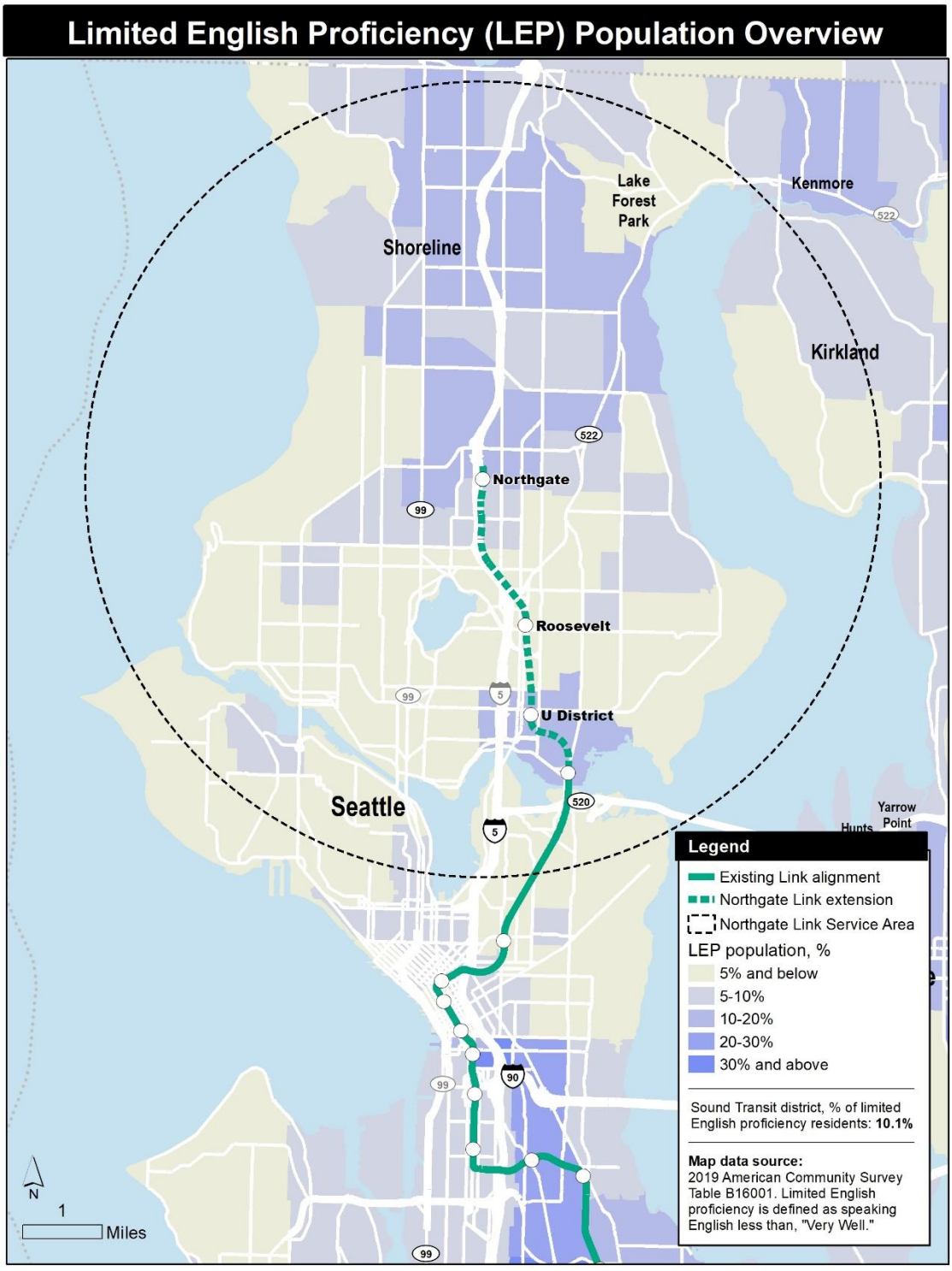


Figure 9 Limited-English Proficiency Population Overview

2.3.3 Service Area Methodology

Most transit agencies in the United States define their service area as a buffered distance around each of their transit routes. Given the unique service characteristics of Sound Transit service — limited stops connecting regional urban and employment centers — the agency defines its service area based on a radial distance from each transit stop, rather than the transit route alignment. Table 2 provides details on Sound Transit's service area by stop type.

Table 2 Sound Transit Service Area Definitions

Stop Type	Service Area (Miles)
Bus stop without parking	0.5
Rail station without parking	1.0
Major bus facilities with parking	2.5
Rail station with parking	5.0

2.4 Sound Transit Route-Level Service Change Title VI Analysis

Sound Transit considered changes to routes 510, 511, 512, 513, 522, 542, 555, 556, 586 and Link coordinated with the opening of the Project. Sound Transit evaluated each route-level service change related to the opening of the Project using adopted Title VI policies and definitions. The following section details the development of the service changes and the service equity evaluation results.

2.4.1 Route 510

Route 510 serves downtown Seattle to Everett Sounder Station.

Initial Proposed Changes

The initial September 2021 proposal for Route 510 shared with the public proposed a stop at Mountlake Terrace Freeway Station. Route 510 would continue to provide direct service to downtown Seattle. A new stop at Mountlake Terrace would provide a connection for riders wishing to connect with the rest of the network.

Route 510 riders would continue to have direct access to downtown Seattle and would also have the option to transfer at Mountlake Terrace to routes serving Northgate Station. The addition of the Mountlake Terrace stop on Route 510 would result in approximately two minutes greater travel time for riders traveling to downtown Seattle.

Alternatives Considered

In the original public engagement efforts, Route 510 was shown as terminating at Northgate Station similar to routes 511/512/513. However, the public response to this change was substantially more negative than to changes to routes 511/512/513. This discrepancy was due in part to the unique demand profile of this route, in which ridership peaks much earlier in the morning (around 6:30 a.m.) than other routes in this corridor. At the time of peak Route 510 demand, traffic congestion on the I-5 is relatively low, thus the speed and reliability benefits offered by diverting to Link at Northgate is less compelling. Secondly, Route 510 provides the only direct transit connection between the popular South Everett Park-and-Ride and downtown Seattle. Conversely, Route 511 serves the Ash Way Park-and-Ride and Lynnwood Transit Center — locations that have Community Transit route 400-series alternative connections to downtown Seattle.

A “no-change” option was ruled out, as this would result in no practical way to integrate Route 510 with the remaining regional transit network serving the I-5 corridor. Introducing a stop at Mountlake Terrace freeway station provides this low-cost integration point with routes serving Northgate Station, including riders from routes 511, 512 and 513.

Title VI Analysis

The proposed change has no disparate impact. The proposed change impacts an area with a minority population of 39.1%, lower than the Sound Transit District average of 39.7%. The proposed change has a disproportionate burden. The proposed change impacts an area with a low-income population of 20.5%, higher than the Sound Transit District average of 16.4%.

Table 3 Route 510 Frequencies Changes

Route 510	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM Rush	10 min.	10-30 min.	10-30 min.	10-30 min.
	PM Rush	12 min.	12 min.	12 min.	12 min.

Public Input

Public comments noted the attractiveness of limited stops on current Route 510 and expressed concern that additional stops will make the service less desirable. Overall, more respondents approved of the changes to Route 510 than opposed them.

Adopted Service Change and Discussion of Modifications

No changes were made from the initial proposal to add a stop to Route 510 at Mountlake Terrace Freeway Station.

2.4.2 Route 511, 512, 513

Routes 511, 512 and 513 services downtown Seattle to Ash Way, Everett Sounder Station and Seaway Transit Center, respectively.

Initial Proposed Changes

During the planning process, a significant restructure of the three routes in the I-5 North corridor were evaluated. Table 4 provides a summary of the I-5 North Service Changes. Truncating routes 511, 512 and 513 at Northgate Station provides consistent service levels from Snohomish County by leveraging the new Link extension at Northgate and conserving resources. Community Transit would continue to provide service between Lynnwood/Ash Way and downtown Seattle in the commute direction.

Route 511 would have an additional stop at the new Northgate Link Station. It would discontinue service between Northgate and downtown Seattle. Direct rush hour service from Ash Way to downtown Seattle would be provided by Community Transit routes 413, 415 and direct rush- hour service from Lynnwood to downtown Seattle would be provided by Community Transit routes 402, 421, 422 and 425.

Route 512 would have an additional stop at the new Northgate Link Station. It would discontinue the stop at I-5 and NE 145th St and service between Northgate and Downtown Seattle. Route 513 would have an additional stop at the new Northgate Link Station, Lynnwood Transit Center and Ash Way Park-and-Ride, and discontinue service between Northgate and downtown Seattle.

Table 4 I-5 North Service Changes

Route	September 2021
511	Truncate at Northgate Link Station. Increase service levels.
512	Truncate at Northgate Station and discontinue stop at N 145th St. Maintain September 2020 service levels.
513	Truncate at Northgate Link Station and add stops at Lynnwood Transit Center and Ash Way Park-and-Ride. Increase service levels.

Increased service levels on Route 513, in addition to two new stops at Ash Way Park-and-Ride and Lynnwood Transit Center, would provide much more frequent peak service for Snohomish County riders. Ending routes 511, 512 and 513 at Northgate would allow riders to access new destinations served by Link and avoid congestion in downtown Seattle and a portion of I-5.

However, riders on routes 511, 512 and 513 would need to transfer in order to reach downtown Seattle, which could save up to two minutes or increase travel time by up to six minutes. Buses will drop off close to the station, but riders will need to walk to the platform. The addition of stops at Ash Way Park-and-Ride and Lynnwood Transit Center on Route 513 would result in greater travel time for riders traveling to Everett. Removing the 145th St. stop on Route 512 would cause riders who need that stop to use alternate service.

Alternatives Considered

A “no-change” option was ruled out early in the planning process, since this would run counter to the goals of eliminating duplicative regional connections and limit opportunities to implement a cost-neutral frequency increase between Northgate Station and Lynnwood Transit Center in advance of the Lynnwood Link. Increasing frequencies will better emulate future Link service and help expand the ridership base in this corridor. The Lynnwood Link Extension is scheduled for completion in 2024. Originally, Route 513 was proposed to offer bidirectional service during the peak period and no stops at the Ash Way Park-and-Ride and Lynnwood Transit Center. Budget limitations, low historical ridership and uncertain demand in Everett modified the proposal to its current form.

Title VI Analysis

Route 511 had no disparate impact nor disproportionate burden. The proposed change impacts an area with a minority population of 38.8%, lower than the Sound Transit District average of 39.7% and a low-income population of 16.0%, lower than the Sound Transit District average of 16.4%.

Table 5 Route 511 Frequencies

Route 511	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	40 min.	40 min.	20 min.
	AM Rush	15 min.	20-30 min.	20-30 min.	15 min.
	PM Rush	15 min.	15 min.	15 min.	15 min.

Route 512 had no disparate impact. The change impacts an area with a minority population of 38.7%, lower than the Sound Transit District average of 39.7%. Route 512 had a disproportionate burden since the proposed change impacts an area with a low-income population of 18.5%, higher than the Sound Transit District average of 16.4%. Due to the determination of a disproportionate burden, results from public input and a review of alternatives helped shape the final proposal.

Table 6 Route 512 Frequencies

Route 512	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM, AM rush	15 min.	15 min.	15 min.	15 min.
	Midday, PM rush, Evening	15 min.	15 min.	15 min.	15 min.
	Late evening	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	15 min.	15 min.	15 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 513 had no disparate impact. The proposed change impacts an area with a minority population of 37.5%, lower than the Sound Transit District average of 39.7%.
Route 513 had a disproportionate burden since the proposed change impacts an area with a low-income population of 17.8%, higher than the Sound Transit District average of 16.4%.

Table 7 Route 513 Frequencies

Route 513	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	60 min.	60 min.	15 min.
	AM Rush	15 min.	30 min.	30 min.	15 min.
	PM Rush	20-30 min.	60 min.	60 min.	15 min.

Benefits

- Increased service levels on Route 513, in addition to two new stops at Ash Way Park-and-Ride and Lynnwood Transit Center, provide much more frequent peak service for Snohomish County riders.

- Ending routes 511, 512 and 513 at Northgate allows riders to access new destinations served by Link and avoid congestion on part of I-5.

Trade-offs

- Riders on routes 511, 512 and 513 need to transfer in order to reach downtown Seattle, which could save up to two minutes or increase travel time by up to six minutes. Buses will drop off close to the station, but riders will need to walk to the platform.

- The addition of stops at Ash Way Park-and-Ride and Lynnwood Transit Center on Route 513 results in greater travel time for riders traveling to Everett.

- Removing the 145th St. stop on Route 512 would cause riders who use that stop to use alternate service. Metro Route 347 connects the area surrounding 145th St. and I-5 with Northgate Station and Mountlake Terrace Park-and-Ride.

Public Input

Many comments expressed displeasure at the idea of introducing a transfer with Link at Northgate Station on routes 511, 512 and 513. Other comments noted the attractiveness of limited stops on current Route 513 and expressed concern that additional stops will make the service less desirable. Many comments requested higher frequency in the earlier and later periods of the day. A significant number of comments noted difficulty in understanding the complexity of changes proposed in the draft service plan. Overall, more respondents approved of the changes to routes 511, 512 and 513 than opposed them.

Adopted Service Change and Discussion of Modifications

The initial proposed changes to service were adopted with one modification to Route 512. On weekends, Route 512 will operate at 15-minute frequencies through 10 p.m. on trips connecting from Link, seven days a week. Since the existing Sunday span of service on Route 512 is later than Link, the last Sunday evening Route 512 trip will depart from downtown Seattle.

2.4.3 Route 522

Route 522 services downtown Seattle to Woodville. In September 2020, daily trips were reduced from 103 to 98.

Initial Proposed Changes

The initial change to Route 522 considered during the planning process truncated the route to operate between Woodinville and Roosevelt Station. Both midday and weekend service levels would improve to operate approximately every 15 minutes.

Ending Route 522 at Roosevelt Station conserves resources by leveraging the new Project while providing consistent service levels. During peak periods, additional capacity will be provided in the SR-522 corridor by the proposed Metro routes 320 and 322. Metro Route 320 and 322 will also connect with Link at Northgate and Roosevelt stations while providing access to destinations near downtown Seattle not served by Link. Timing of trips among the three routes will be coordinated to provide consistent spacing of buses.

Alternatives Considered

A “no-change” option was ruled out early in the planning process since this would run counter to the goals of eliminating duplicative regional connections and limit opportunities to implement a cost-neutral all-day frequency increase to emulate future BRT in this corridor.

Title VI Analysis

Route 522 had no disparate impact nor disproportionate burden. The proposed change impacts an area with a minority population of 32.1%, lower than the Sound Transit District average of 39.7% and a low-income population of 13.3%, lower than the Sound Transit District average of 16.4%.

Table 8 Route 522 Frequencies

Route 522	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	10 min.	15 min.	15 min.	15 min.
	AM rush	7 min.	7 min.	7 min.	15 min.
	Midday	30 min.	30 min.	30 min.	15 min.
	PM rush	8 min.	8 min.	8 min.	15 min.
	Evening	30 min.	30 min.	30 min.	15 min.
	Late evening	60 min.	60 min.	60 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	15 min.

Benefits

- Truncating Route 522 at Roosevelt would allow riders to access new destinations served by Link and avoid congestion in downtown Seattle and a portion of I-5.

- Midday, evening and weekend service would increase to every 15 minutes.

Trade-offs

- Riders would need to transfer in order to reach downtown Seattle, which could increase travel times by an estimated two to 10 minutes in off-peak times. The transfer requires walking one to two blocks as shown in the map.
- Rush-hour frequency would be reduced in order to provide higher midday, evening and weekend frequency. Metro will continue to provide parallel service on the corridor, supplementing Route 522 during rush hour.

Public Input

Many respondents noted their commutes would take longer compared to today's one-seat ride and questioned the benefits of no longer serving downtown Seattle. Others noted that if Link is to serve as the spine of regional connections, frequency should be 10 minutes or better. Out of 140 Route 522 respondents, 49% indicated truncating at Roosevelt Station and improving off-peak frequency to 15 minutes met their needs, compared to 29% who indicated "No." The remainder responded "I don't know" or "not applicable."

Adopted Service Change and Discussion of Modifications

Changes to Route 522 were adopted as initially proposed, no modifications were made from the initial proposal.

2.4.4 Route 542

During peak periods, Route 542 currently connects the Green Lake Park-and-Ride to Redmond via the U District. During the midday, evenings and weekends, this route ends in the U District.

Initial Proposed Changes

As part of the larger restructure initially proposed, Route 542 would be shortened, discontinuing peak-period service between the U District and Green Lake Park-and-Ride.

Alternatives Considered

A "No-change" scenario was considered in which the peak-period variant of Route 542 to Green Lake Park-and-Ride would remain. However, in addition to effectively duplicating service between Roosevelt and U District Stations, continuing to operate this variant would introduce layover constraints with the revised Route 522.

Title VI Analysis

Route 542 had no disparate impact nor disproportionate burden. The proposed change impacts an area with a minority population of 32.5%, lower than the Sound Transit District average of 39.7% and a low-income population of 14.3%, lower than the Sound Transit District average of 16.4%.

Table 9 Route 542 Frequencies

Route 542	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM rush	15 min.	20 min.	20 min.	20 min.
	Midday	30 min.	30 min.	30 min.	30 min.
	PM rush	15 min.	20 min.	20 min.	20 min.
	Evening	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Public Input

Some comments noted that eliminating the peak-only portion of Route 542 between the U District and Green Lake Park-and-Ride would be inconvenient, as it currently provides access to several stops lacking good Metro service. Other comments approved of shortening Route 542, expecting a resulting improvement in reliability. Out of 100 Route 542 respondents, 46% indicated truncating at U District Station met their needs, compared to 17% who indicated "No." The remainder responded "I don't know" or "not applicable."

Adopted Service Change and Discussion of Modifications

The initial proposal was adopted without modifications.

2.4.5 Route 555/556

Route 555 connects Northgate to Bellevue. Route 556 connects Northgate to Issaquah via Bellevue.

Initial Proposed Changes

During the planning process, the initial proposal for Route 555/556 was for Route 555 to remain suspended and for service on Route 556 between Issaquah Highlands and the U District Link station to be restored.

Routes 555 and 556 primarily serve commuters, and ridership on these routes is not expected to rebound in 2021 due to workers continuing to work from home. In March 2021, suspension would be maintained because ridership is not expected to rebound significantly until late 2021. Ending at U District Station provides consistent service levels to and from Bellevue and Issaquah in September 2021 by leveraging the new Link service. Ending at U District Station instead of Northgate would allow the restoration of service while conserving resources.

Ending routes at the U District avoid congestion on part of I-5. Riders would need to transfer to travel between Northgate and the Eastside. Prior to the Project opening, riders can use Metro Route 41 and transfer to a Bellevue-bound 550 or an Issaquah-bound 554 in Downtown Seattle. Bellevue-bound riders can also use Metro routes 67 and 271 with a connection in the University District. The transfer will add travel time and require walking between stops. After September 2021, riders can transfer from Link to Route 555 or 556 in the U District.

Title VI Analysis

Route 555 had no disparate impact nor disproportionate burden. The proposed change impacts an area with a minority population of 30.3%, lower than the Sound Transit District average of 39.7% and a low-income population of 14.7%, lower than the Sound Transit District average of 16.4%.

Table 10 Route 555 Frequencies

Route 555	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	40 min.	--	--	~~30 min.--~~
	AM Rush	20 min.	--	--	~~30 min.--~~
	PM Rush	30 min.	--	--	~~30 min.--.~~

Route 556 had no disparate impact nor disproportionate burden. The proposed change impacts an area with a minority population of 35.9%, lower than the Sound Transit District average of 39.7% and a low-income population of 14.7%, lower than the Sound Transit District average of 16.4%.

Table 11 Route 556 Frequencies

Route 556	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	--	--	30 min.
	AM Rush	30 min.	--	--	30 min.
	PM Rush	30 min.	--	--	30 min.

Public Input

Some comments wished to see routes 555 and 556 return retained and expressed disapproval of making a transfer to reach Northgate. Others stressed the importance of frequent Link connections to making transfers work well. Overall, more respondents approved of the changes to routes 555 and 556 than opposed them. However, it must be noted, the draft service plan proposed truncating Route 555 near U District Station instead of eliminating it entirely.

Adopted Service Change and Discussion of Modifications

Originally Route 555 had been proposed for restoration in September 2021. However, in further coordination with Metro, Sound Transit redirected the funds to restore service on Route 586. Metro operates Route 271, which provides frequent connections between the U District and

Bellevue, with a stop pattern very similar to what a Route 555 truncating in the U District would provide. Recently Metro has begun operating Route 271 with higher-capacity coaches, eliminating much of the anticipated need of Route 555 to provide supplemental capacity in this corridor.

2.4.6 Route 586

Route 586 connects Tacoma to University District and UW's Seattle campus. In September 2020, daily trips were reduced from 16 to 14.

Initial Proposed Changes

In the initial restructure proposal Route 586 would be eliminated to reduce duplication in services and reinvest in Route 590 service to Seattle.

Title VI Analysis

The proposed change has disparate impact and disproportionate burden. The proposed change impacts an area with a minority population of 45.4%, higher than the Sound Transit District average of 39.7%. The proposed change impacts an area with a low-income population of 33.7%, higher than the Sound Transit District average of 16.4%.

Table 12 Route 586 Frequencies

Route 586	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM Rush	30 min.	30 min.	30 min.	30 min.
	PM Rush	30 min.	30 min.	30 min.	30 min.

Public Input

We received more than 50 comments related to the elimination of Route 586 in the draft service proposal, most of which requested Sound Transit maintain Route 586. When asked whether changes to bus service related to the Project met their needs, 47% of Route 586 riders indicated "No" compared to 25% for "Yes." The remainder indicated "I don't know" or "Not applicable." Representative comments are:

- *"Keep the 586, even if it is fewer trips a day. The 590 + light rail isn't really an equal replacement when counting the time it takes to disembark, cross the tracks, wait for a light rail, etc. Particularly when the light rail has had some issues with overcrowding and disrupted service in the past."*
- *"Commuting from the south Sound (Tacoma) to the UW can be very complex without bus 586. Please keep in mind how many people currently (and in the future) commute from the south to the UW for employment, school and medical care."*

Adopted Service Change and Discussion of Modifications

The initial planning phase of outreach proposed eliminating Route 586 when Link service begins in the U District, since the Tacoma-U District-University of Washington connection would be duplicated by Sound Transit light rail and commuter rail. Because any adverse changes to this route would lead to a determination of disparate impact and disproportionate burden, public input and a review of alternatives helped shape the mitigation of those impacts in the final proposal.

Additionally, due to a strong response from customers uncomfortable with the transfer, the proposal was revised to retain September 2020 service levels on Route 586 while introducing a new stop at the Federal Way Transit Center in order to accommodate passengers who previously rode the now-suspended Route 197 (Federal Way – University District).

2.4.7 Link

In September 2021 Link will extend north from UW to Northgate allowing customers to travel from Northgate to Angle Lake.

Initial Proposed Changes

In the initial service opening proposal, Link service would begin serving three new stations (Northgate, Roosevelt and U District) in fall 2021, with trains arriving every eight minutes during rush hour, every 10 minutes during the daytime and weekend, with evening service frequency every 30 minutes.

At Northgate, connections will be available to ST Express and Community Transit buses serving Snohomish County. Metro and ST Express connections to communities along SR-522 out to Woodinville will be available at Roosevelt Station. Metro and ST Express connections to communities along SR-520 will be available at U District and UW stations.

Sound Transit's 2018 Rail Fleet Management Plan envisioned six-minute peak period headways serving Northgate-Angle Lake, then a transition to eight-minute peak headways at the opening of the East Link Extension in 2023. Each line would be evenly offset by four minutes to provide an effective combined peak headway of four minutes between Northgate and International District stations. As a result of the financial impacts of the pandemic, the frequency reductions that occurred on Link for the duration of 2020 were extended into the initial proposal taken to public outreach.

This creates a unique service change where riders along the existing Link alignment benefit from new transit access with the three new stations while also experiencing an adverse effect from lower service frequencies compared to service levels prior to March 2020. The following equity analysis considers both the accrual of benefits for existing Link riders and the adverse effect of pandemic-driven service reductions.

Title VI Analysis

Any change to Link service has the potential for a disparate impact or a disproportionate burden; however, there are no adverse effects with the extension of Link to Northgate, Roosevelt and U District stations, as this is a service addition. Moreover, the additional service benefits an area with a minority population of 54.8%, which is higher than the Sound Transit District average of 39.7%. The additional service also benefits an area with a low-income population of 23.0%, which is higher than the Sound Transit District average of 16.4%.

Evaluating the adverse effects of the service frequency reductions, shown when comparing the March 2020 and September 2021 columns in the table below, results in the finding show both a disparate impact and disproportionate burden. Lower frequencies impact an area with both a higher minority population and a higher low-income population than the Sound Transit District average. Due to the determination of both a disparate impact and disproportionate burden from the prior change, results from public input and a review of alternatives were used to shape the final proposal.

Table 13 Link Frequencies

Link	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do trains run on weekdays?	Early AM	12 min.	15 min.	15 min.	15 min.
	AM Rush	6 min.	8 min.	8 min.	8 min.
	Midday	10 min.	15 min.	15 min.	**10** ~~15~~ min.
	PM Rush	6 min.	8 min.	8 min.	8 min.
	Evening	10 min.	15 min.	15 min.	15 min.
	Late evening	15 min.	30 min.	30 min.	**15** ~~30~~ min.
How often do trains run on Saturdays?	All day	10 min.	15 min.	15 min.	**10** ~~15~~ min.
How often do trains run on Sundays?	All day	10 min.	15 min.	15 min.	**10** ~~15~~ min.

Public Opinion

Sound Transit received more than 160 comments involving Link in its 2021 Service Plan Outreach Survey. Many comments noted the importance of having well-timed connections for bus routes connecting with Link. A substantial number of Link comments expressed concerns around public safety, station access and overcrowding. In comments pertaining to the proposed Link span and frequency, approximately 70% indicated a desire for better service levels. Many respondents wished for improved midday and evening service. There were many concerns regarding the potential for overcrowding due to the planned truncations of Sound Transit, Metro, and Community Transit bus services at Northgate, Roosevelt and U District stations.

- Noteworthy comment: *"Link should run a more consistent schedule throughout the day and into the night. Half hourly service on light rail is useless to me. Demand for higher rush-hour frequency vs. midday is not yet there. Single-car trains could be run at night as ridership is low, but I feel you are sacrificing a usable level of nighttime frequency indefinitely."*

Adopted Service Change and Discussion of Modifications

As a result of the finding of a disparate impact and disproportionate burden for the service frequency reduction, Sound Transit considered alternatives and public feedback in modifying the initial service proposal. With an improved budget outlook, Sound Transit was able to partially mitigate the adverse effects by reducing the severity of the service frequency reductions. The adopted service changes increased midday service frequency to one train every 10 minutes, improved from 15 minutes in the initial proposal. Additionally, late evening service frequency improved from 30 minutes to 15 minutes. The improvements to the initial service plan, along with the positive accrual of benefits from new Link service connecting to an improved bus network, reduce and mitigate the adverse effects from lower rush-hour service frequencies.

2.5 Summary of Sound Transit Service Equity Analysis Results

Table 14 outlines service changes and lists the presence of disparate impacts and disproportionate burdens discussed in detail in the previous section. Based on the analysis in the 2021 Service Plan, it was determined that some service changes would create a disparate impact or a disproportionate burden to minority and low-income populations. In response, Sound Transit evaluated alternatives on the adversely affected routes, considered public input on the identified alternatives, and made several modifications as a result. Several components of the September 2021 service change were adjusted prior to board adoption to minimize and mitigate adverse impacts Route 510, retaining Route 586, and expanding midday and late evening frequency Link.

Connecting bus service to the new Link service will improve access and reduce service duplication to help achieve necessary operating cost savings. Overall, the Project will deliver improved transit access throughout the region, and within the Project area, by harnessing the benefits speed, reliability, and capacity provided by Link. Sound Transit's expansion of the existing Link alignment will enhance transit access and speed and reliability for the diverse neighborhoods along the new and existing corridor. The Project will bring new service to U District, Roosevelt, and Northgate while providing expanded access to and from south King County, south/central Seattle and Sea-Tac Airport.

Table 14 Service Changes – Disparate Impact/ Disproportionate Burden

Route	Service Change Evaluated	Disparate Impact	Disproportionate Burden	Reasoning for Change
510	Add stop at Mountlake Terrace Freeway Station, no change in service levels.	No	Yes	Reduced rush hour demand. Adding the stop allows passengers to transfer between I-5 North routes to choose between a bus-trip or bus-Link trip to downtown Seattle.
511	Re-route to Northgate Link Station, coordinate schedule with Route 513.	No	No	No disparate impact of disproportionate burden
512	Re-route to Northgate Station and discontinue stop at 145th St.	No	Yes	Provides access to all Link stations, more reliable travel time during rush hour.
513	Re-route to Northgate Link Station, add stops at Lynnwood Transit Center and Ash Way Park-and-Ride, increase service levels.	No	Yes	Provides access to all Link stations, more reliable travel time during rush hour.
522	Re-route to Roosevelt Station, operate every 15 minutes all-day, including weekends.	No	No	No disparate impact of disproportionate burden
542	Re-route to U District Station, route operates between Redmond and U District only.	No	No	No disparate impact of disproportionate burden
555	Continue service suspension	No	No	No disparate impact of disproportionate burden

Route	Service Change Evaluated	Disparate Impact	Disproportionate Burden	Reasoning for Change
556	Route would operate between Issaquah and the U District Link station.	No	No	No disparate impact of disproportionate burden
586	March 2021: Add stop at Federal Way Transit Center. September 2021: Continue March 2021 service levels	Yes	Yes	This route was previously proposed for elimination in the draft 2021 Service Plan due to low ridership and overlap with other modes. However, COVID-19 reductions have led to a loss of direct connections between Federal Way and the U District previously provided by King County Metro. Inserting Federal Way into the stop pattern will improve ridership, maintains direct connections for essential workers (including UW Hospital) and avoids the elimination of this route.
Link	Service to Northgate begins. On weekdays, trains operate every eight minutes during the morning and afternoon rush hours, every 10 minutes during the early morning, midday and early evening, and every 30 minutes late at night. On weekends, service operates every 10 minutes, improve late night frequency to every 15 minutes	Yes	Yes	Reduced demand. During peak periods, four-car trains at eight-minute frequencies are anticipated to provide adequate capacity and enable synchronization with the future Link 2 Line 2. Improving service level at other times of day provides better service to riders which riders, which depend on transit, including low-income and essential workers.

2.6 Proposed Metro Service Changes

The Metro September 2021 Public Transportation Service Changes Title VI Service Analysis (Appendix B) summarizes Metro's service analysis of changes proposed for the September 2021 service change submitted to the King County Council for approval. As part of the ordinance, Metro proposes to revise routes that currently serve north Seattle and north King County. The analysis details the results of the Title VI analysis of the changes, known as the North Link Connections Mobility Project, which impact Seattle, Shoreline, Lake Forest Park, Kenmore and Bothell.

Metro annually publishes a System Evaluation report that outlines the analysis of target service levels and route performance management efforts. The annual report will include a comprehensive list of the prior years' service changes and will identify and discuss service changes that address performance-related issues. Metro works to provide transparency in Metro's process and help jurisdictions plan for the future by conducting regular outreach throughout the county about the results of the System Evaluation Report.

Metro's 2020 System Evaluation Report identifies corridors that are currently below their target transit service levels and identifies and prioritizes the additional hours needed on routes in these corridors to meet the service level targets based on Metro Service Guidelines (also referred to as Priority 3 service investment needs). Replacing inefficient routes with poor reliability and ridership with a more frequent, more direct network of service, the project reallocates some existing resources to increase span of service, improve frequency and add important connectivity within the region, while also reducing the number of overall service hours in the network due to ongoing budget impacts from COVID-19.

In accordance with FTA regulations, Metro conducted a service analysis of changes proposed for the September 2021 service change submitted to the King County Council. As part of the service change ordinance, Metro proposed to revise routes that currently served north Seattle and north King County. The report details the results of the Title VI analysis of these changes, known as the North Link Connections Mobility Project, which impact Seattle, Shoreline, Lake Forest Park, Kenmore, and Bothell.

2.6.1 Approach to Measuring Impacts

Metro measures disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or nonminority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

2.6.2 Proposed September 2021 Service Changes

The proposed changes will affect 89 census tracts with a total population of about 442,628 residents.

The affected routes in this project include routes 5X, 26, 31, 32, 43, 48, 63, 64, 71, 73, 74, 75, 76, 77, 78, 79, 301, 302, 303, 304, 308, 309, 312, 316, 320, 322, 355 and 373.
Affected routes 5X, 63, 76, 77, 78, 308, 316, 355, and 373 would be replaced with routes 16X, 79, 320 and 322.

The proposed changes meet all criteria for a major service change by Metro and FTA definitions.

2.6.3 Title VI Analysis

Classifying minority and low-income census tracts

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2014-2018 data, 40.1% of the population is classified as minority within the county.

The proposed service changes addressed in this Title VI report will affect the level of service provided to 89 King County census tracts currently served by Metro (Table 15). The low-income (Table 16) and minority (Table 17) characteristics of affected census tracts are provided below.

Table 15 Low-income and Minority Characteristics of Affected Census Tracts

Census Tract Classification				
Total Census Tracts Affected	**Minority & Low-income**	**Minority ONLY**	**Low-income ONLY**	**Neither Minority nor Low-income**
89	19	2	29	39

Table 16 September 2021 Service Change Title VI Analysis - Low-Income Populations

Category[2]	Tracts with Adverse Effects[1]	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden[3]?
Low-Income	6	55%	42%	13%	**YES**
Non-Low-Income	5	45%	58%		
Total	11	100%	100%		

Table 17 September 2021 Service Change Title VI Analysis - Minority Populations

Category[2]	Tracts with Adverse Effects[1]	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact[4]?
Minority	4	36%	45%	-9%	**NO**
Nonminority	7	64%	55%		
Total	11	100%	100%		

Notes for Tables 16 and 17

1. An adverse effect is defined as a reduction of 25% or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the countywide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the countywide percentage of minority tracts.

Affected Census Tracts

The proposed changes together affect 89 census tracts, including two minority-only census tracts, 29 low-income only census tracts, and 19 tracts which are both minority and low-income. There are 11 tracts experiencing a reduction in trips greater than 25%, four are both low-income and minority, two are low-income only, and five are neither low-income nor minority tracts.

The analysis indicates that the proposed changes would place a disproportionate burden on low-income populations but would not have a disparate impact on minority populations.

Metro's Title VI analysis provides a detailed description of the impacts to residents in the four low-income and minority tracts and two low-income only tracts experiencing a disproportionate burden, along with the alternatives available to riders. The four minority tracts in Table 17 are also

low-income and the same tracts low-income and minority tracts shown in Table 16. There is a total of six low-income and/or minority tracts with adverse effects.

2.6.4 Alternatives and Mitigation

All of these tracts are served by routes that were eligible to receive investments from the Seattle Transportation Benefit District (STBD), which expired in 2020 and was renewed by voters with significantly fewer resources. The proposed network includes no STBD resources, while the baseline network does result in a significant reduction in trips on routes across the system, including routes in the North Link project area.

Tracts 205 and 211, Shoreline – North City, Ridgecrest, Briarcrest

These tracts are currently served by all-day routes 65, 330, 347 and 348 and peak-only routes 301, 303, 308 and 373. With the proposed changes these tracts are served by all-day routes 65, 330, 347 and 348 and revised peak-only Route 304. Trips in Tract 205 will be reduced by 29% and trips in Tract 211 will be reduced by 27%.

Routes 301 and 303 are proposed to be revised in September 2021, to streamline connections between the Aurora Village Transit Center, Northgate Station, and downtown Seattle. Route 303 is proposed to be revised to serve neighborhoods west of I-5, while Route 301 is proposed to no longer serve its single stop in Tract 211, a freeway station stop at NE 145th St, that is being consolidated due to speed and reliability concerns. Riders who used this stop at NE 145th St will no longer have direct service to downtown Seattle; however they will be able to connect to Route 347 and Route 304 on NE 145th St to Northgate Station where they can transfer to Link or another Metro bus route to continue to destinations further south.

Route 308 is a low performing, peak-only route that serves Lake Forest Park, the SR-522 corridor, and NE 145th St before heading to downtown Seattle via I-5; only the segment along NE 145th St serves a tract with adverse effects (Tract 211). Route 308 is proposed to be deleted in the changes for September 2021. Riders who used stops along NE 145th St will no longer have direct service to downtown Seattle, however they will be able to connect to Route 347 and Route 304 to Northgate Station, where Link will continue to downtown Seattle.
Route 373 is a limited span all-day route that connects Aurora Village Transit Center and the University District, that pairs with shorter midday-only Route 73 along 15th Ave NE. Route 373 is proposed to be deleted in September 2021 to simplify the network and reduce duplicative service. Peak riders traveling from Aurora Village Transit Center, or other parts north of NE 145th St that are not served by the increased span of service and frequency improvements on Route 73 can connect to routes 301 or 302 to connect to Link or another Metro bus route to continue their trip to the University District.

Routes 347 and 348 are proposed to have improved frequency in the peak periods, operating every 20 minutes. On the corridor they share, 15th Ave NE, there will be trips every 10 minutes connecting to high-capacity, frequent Link at Northgate Station.

All-day routes 65 and 330 are not proposed to be revised in September 2021, however Route 65 frequencies were adjusted to reflect the loss of STBD partner funding

Tracts 73, 85, 91, and 92, downtown Seattle – Cascade, First Hill, Occidental Square, and Chinatown-International Neighborhoods

These tracts are currently served by all-day routes 40, 41, 49, 62, 70 and 74 and peak-only Routes 5X, 43, 63, 64, 76, 77, 301, 303, 304, 308, 309, 312, 316 and 355.

With the proposed changes these tracts are served by all-day routes 40 and 70 and peak-only routes 64, 302, 303, 320 and 322. Route 302 replaces Route 304 and routes 320 and 322 replace routes 309 and 312, while other connections are replaced by Link or non-project area Metro bus routes. Frequencies of routes 40, 49, 62 and 70 were adjusted to reflect the loss of STBD funding.

Trips in Tract 73 will be reduced by 26%, trips in Tract 85 will be reduced by 34%, trips in Tract 91 will be reduced by 36%, and trips in Tract 92 will be reduced by 25%.

The most significant impact is from routes either being deleted due to their duplication of Link or truncated at a Link train station. Route 41 is deleted, as the connection between Northgate Station and downtown Seattle is directly duplicative of Link. Route 63 is deleted and replaced by Route 320 and Link. Routes 76 and 77 are deleted and replaced by routes 64 and 322 and Link from Roosevelt Station. Routes 74, 301, and 304 were truncated at Link stations and still operate in neighborhoods north of downtown, which increases their reliability. routes 5X, 316, and 355 are replaced by new Route 16X and Link.

2.6.5 Conclusion

While the analysis indicates that the proposed changes would place a disproportionate burden on low-income populations, altogether, the proposed changes will better meet community-identified needs, including improved connections to priority community destinations, improved east-west connectivity, more integrated regional transit network and increased peak commuter service. On average, the project area is proposed to see a decrease of approximately 12% of its weekly trips on Metro services. Much of this is due to ongoing budget impacts from COVID-19 pandemic, loss of partner funding from STBD and the continued integration with Link.

The proposed transit service changes feature creation of Route 16X, 320 and 322 that simplify peak-only service, create new connections to Link, and other regional bus routes at both Northgate Station and Roosevelt Station. The proposed improvements will connect north Seattle and north King County riders to high-capacity frequent transit in Link, as it expands its service area to three new stations in the University District, Roosevelt, and Northgate areas.

To prepare for the extension of Link service to Northgate, respond to changing mobility needs, and improve mobility and access for historically underserved populations, Metro is initiating a mobility project in north King County serving communities within north Seattle, Shoreline, and the North Shore communities of Lake Washington. The project will deliver an updated mobility network that integrates with and complements Link. The project will be done in coordination with Sound Transit, the Seattle Department of Transportation, the UW, Community Transit, and many other partners.

The updated mobility network will be implemented in 2021 at the soonest service change after the opening of Link service at Northgate, Roosevelt, and University District Stations.

The project goals include:

- Improve mobility for historically underserved populations, centering on people of color.

- Equitably inform, engage, and empower current and potential customers traveling in the project area.
- Deliver integrated service that responds to Link expansion and meets customer needs.
- Minimize duplication of Metro service with Link and improve connections to Link, including development of facilities that support easy, comfortable, and convenient transfers between modes.

The above goals reflect the project's overall approach and desired outcomes for all riders.

2.7 Community Transit Service Changes

Community Transit conducted the standard analysis on the proposal to restructure service around the Project and has determined that the proposals for routes 810, 821, 855 and 871 qualify as major service changes. Since changes are proposed to all 800-series routes and they currently serve the same commuter market to UW campus, routes 860 and 880 are also included in the Title VI analysis (Appendix C).

2.7.1 Restructure Proposal Related to Project

The Project restructure shows changes in service levels for routes 810, 821, 860, 871 and 880, and the elimination of Route 855. This Title VI analysis evaluates the allocation of the service increases and decreases to ensure that Title VI populations are neither disproportionately burdened nor insufficiently benefited by the proposals.

The service restructure to the 800-series routes provides overall significant benefits, adding 691 service hours and 8,160 trips annually to minority and low-income bus routes, while nonminority and non-low-income bus routes remain unchanged in this proposal.

2.7.2 Title VI Analysis

Based on 2010 Census demographics and 2013-2017 American Community Survey Data, all 800-series routes have been designated as Title VI low-income and minority routes. With the exception of Route 855, the same segment (from Northgate to UW is eliminated from each route (-5.73 miles per trip) and replaced with the pathway to the Northgate Station (+1.05 miles per trip), where the routes connect with Link service. Although the distance is the same for all routes, it represents a different percentage change for each route, according to the route's overall length.

Title VI Designations

Route designations from Community Transit's 2019 Title VI Program Plan and are based on route geography versus ridership characteristics for the purposes of this analysis.

The status of each route as a Title VI affected route should be determined by the characteristics of each route's riders. This data is available from Community Transit's 2017 On-Board Survey, comparing the percentage of each route's minority and low-income riders to that of system riders. However, the sample size for each route from the survey is insufficient to be statistically representative.

As an alternative, the route designations from Community Transit's 2019 Title VI Program Plan were used. Based on route geography rather than ridership characteristics, all affected routes are both Title VI minority and low-income routes.

2.7.3 Ridership Retention

The reductions in route miles do represent a loss to customers. These losses are mitigated as detailed below:

Pathway between Northgate and the UW (routes 810, 821, 860, 871, 880)

At over five miles in length, this pathway is entirely in King County, so the elimination results in no change to Snohomish County residents' access to transit. It is also among the most congested pathways in the Community Transit system. Under the proposal, this segment is replaced with service on Link, which will provide a faster, more dependable trip. With trips every eight minutes during the peak and every 10-15 minutes during the off-peak, Link will provide service much more frequently and for a longer span than existing Community Transit bus routes.

Route 855

Route 855 currently provides service from Lynnwood Transit Center to the UW. Under the proposal, Route 855 is eliminated, but the service is replaced with significantly increased service on Route 821, which also stops at Lynnwood Transit Center. Sound Transit is also proposing a restructure to their service in the I-5 corridor, which would result in peak service from Lynnwood Transit Center to Northgate Station at six-minute headways and off-peak headways of 10-15 minutes. These service proposals represent a substantial improvement in service available to current 855 riders.

Route 810: Stop at Lynnwood Transit Center

Route 810 currently provides off-peak service from multiple park-and-rides in Snohomish County to the UW. Eliminating the stop at Lynnwood Transit Center will improve travel times for customers boarding at park-and-rides north of Lynnwood. Riders at Lynnwood Transit Center will have access to proposed Sound Transit service departing every six to fifteen minutes, a large improvement over the current 30-minute headways operated by Route 810.

2.7.4 Summary of Impacts

Based on the above analysis, it was determined that the package of route change proposals would not create a disparate impact or a disproportionate burden to minority and low-income populations, and that any negative impacts are mitigated by the substantial improvements to service (Table 18).

Table 18 Summary of Impacts

Route	Change	Positive	Negative
810	Terminate at Northgate Station. Remove stop at Lynnwood Transit Center. Add 10 trips per day.	Faster trips for riders north of Lynnwood. Improved span and frequency. Access to new destinations.	Transfer to Link to reach UW.
821	Terminate at Northgate Station. Add 17 trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link to reach UW.
855	Eliminate route.	Improved service available on Route 821 and Sound Transit routes 511/512/513.	Transfer to Link to reach UW.

Route	Change	Positive	Negative
860	Terminate at Northgate Station. Add eight trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link to reach UW.
871	Terminate at Northgate Station. Add seven trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link to reach UW.
880	Terminate at Northgate Station. Add eight trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link to reach UW.

2.8 Coordinated Partner Service Changes Conclusion

The opening of the Project offered a significant opportunity to restructure existing bus service to provide more connections for transit riders and minimize redundant services to ensure efficient use transit operating resources. Community Transit, King County Metro, and Sound Transit worked together to leverage the benefits of truncating a substantial portion of their bus services at new Link stations and reinvesting the saving of operating shorter routes with improved frequencies and span.

The substantial improvements to service by each agency resulted in an updated and coordinated route structure to complement the addition to new Link service served by the Project. The benefits include:

- Increased peak commuter service.
- Increased service during midday, evenings, and weekends.
- Improved connections to priority community destination.
- Improved east-west connectivity.
- A more integrated regional transit network.

The Northgate Link Extension required a coordinated planning effort among agency and jurisdictional staff, elected leaders, and the public. Based on the above analyses, where adverse effects created a disparate impact or a disproportionate burden to minority and low-income populations, mitigation measures were incorporated. Any negative effects are mitigated by the substantial improvements to service by each agency including the introduction of new routes and Link with high-capacity frequency. All service changes were evaluated based on the operating agency's Title VI policies. When evaluated individually at the route level, some service changes created disparate impacts and/or disproportionate burdens to minority and low-income populations.

Overall, the identified adverse impacts are mitigated by the substantial improvements to transit service capacity and access for both the project area and region. Connecting both local and express bus service to the Project provides access to improved speed, reliability, and capacity. Also, the restructure of service is consistent with established long-term plans and balances the financial impacts of both the COVID-19 pandemic and the additional operating costs of delivering increased high-capacity transit.

St3 Fare Equity Analysis

3.1 Description of Fare Changes

Regular adult fares on Link are set by a distance-based policy last updated in November 2014 in Sound Transit Board of Directors Resolution R2014-28 (Appendix G).

Although the existing fare structure will apply to riders using the three new stations, the new Link segment and associated proposed changes in bus service would alter some customers' rides and the fare they pay. Sound Transit proposes to terminate service on routes 511, 512, and 513 at the new Link station at Northgate, on Route 522 at the new Roosevelt Link station, and on Routes 542 (Redmond to U District and the Greenlake Park-and-Ride), 555 (Bellevue to Northgate) and 556 (Issaquah to Northgate) at the new U District Station. This will require those customers who previously made their trips solely by ST Express service on these routes to transfer between ST Express bus service and Link (511, 512, 513, 542, 555 and 556). Some riders on Route 542 might choose to transfer to Metro service for destinations between the U District and Roosevelt stations. For certain customers, the transfer introduced by these service changes and the Link extension will create a change in the fare they pay.

3.2 Policies and Definitions

3.2.1 Fare Equity Analysis Policy

Sound Transit Board of Directors Resolution R2013-19 established policies for conducting equity analyses of fare changes impacting minority and low-income populations.

The policy directs Sound Transit to conduct a fare equity analysis prior to making any fare change to analyze potential adverse effects on minority and low-income populations and establishes the following thresholds for determining whether the proposed fare change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations:

> *A **disparate impact** occurs when the minority percentage of the population adversely affected by a fare change is greater than the average minority percentage of the population of Sound Transit's service area.*
>
> *A **disproportionate burden** occurs when the low-income percentage of the population adversely affected by a fare change is greater than the average low-income percentage of the population of Sound Transit's service area.*

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the fare equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse effects and reanalyze the modified changes to determine if the impacts are removed or lessened.

3.2.2 Link Fare Policy and Rates

All central Puget Sound transit services utilize the RFID-enabled fare card One Regional Card for All (ORCA). Payment for transit fare through ORCA can be made using "E-Purse" (debit) or a pass product. Pass products are associated with a one-way fare value. For the purposes of this analysis, seven fare types are considered: adult cash/ticket, adult ORCA, adult low-income ORCA ("ORCA LIFT"), Regional Reduced Fare Permit (RRFP) cash/ticket and ORCA, and youth cash/ticket and ORCA. RRFP ORCA permits are available to senior citizens (65+ years old) and persons with qualifying disabilities. RRFP card holders may use their RRFP cards in the same way as an ORCA card or may present the card to validate a cash/ticket payment at the RRFP

fare rate. Riders aged 6 to 18 are eligible for youth fare, which can be paid through ORCA or cash/tickets with identification.

Per Sound Transit Board Resolution R2014-28 in November 2014, rates were adjusted so the adult one-way base fare for Link was set at $2.25, with a flat, $1.50 fare for low-income adults paying with an ORCA LIFT card. For full-fare adult one-way trips, a per-mile charge of $0.05, rounded up or down to the nearest $0.25 is added to the base fare to determine the fare for any given pair of stations. ORCA LIFT, youth and RRFP fares are flat rates (not distance-based). The current and future one-way Link fares for pre and post-extension are shown in Tables 19 and 20.

Table 19 shows regular adult one-way fares. The yellow-shaded cells show the fares for trips originating or ending in the new stations. As shown in Table 19, the fares for the existing alignment range from $2.25 to $3.25. The base one-way full adult fare for the new stations is $2.25, the same cost as the base one-way adult fare for the existing stations. A trip for the entire length of the line will be $3.50. This is $0.25 higher than the current maximum fare because of the 4.3-mile extension from the U District Station to Northgate. Table 20 shows current and future one-way fares for reduced fare customers (ORCA LIFT, youth, RRFP-senior/disabled), which are not distance-based and will not change after the opening of the Link extensions.

Current Sound Transit fare policy grants a two-hour transfer credit among different Sound Transit modes Link, express bus, and commuter rail and between Sound Transit and ORCA partner transit agency services for customers using ORCA. Customers paying with cash or mobile tickets do not receive transfer credits.

Table 19 Current and Future One-Way Adult Fares for Link

	Northgate	Roosevelt	U-District	University of Washington	Capitol Hill	Westlake	University St.	Pioneer Square	International District	Stadium	Sodo	Beacon Hill	Mount Baker	Columbia City	Othello	Rainier Beach	Tukwila Intl. Blvd.	SeaTac / Airport	Angle Lake
Northgate		$2.25	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$2.75	$2.75	$2.75	$2.75	$2.75	$3.00	$3.00	$3.00	$3.25	$3.50	$3.50
Roosevelt	$2.25		$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$2.75	$2.75	$3.00	$3.25	$3.25	$3.25
U-District	$2.50	$2.25		$2.25	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$2.75	$2.75	$3.25	$3.25	$3.25
University of Washington	$2.50	$2.25	$2.25		$2.25	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.75	$2.75	$2.75	$3.00	$3.25	$3.25
Capitol Hill	$2.50	$2.50	$2.50	$2.25		$2.25	$2.25	$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$2.75	$3.00	$3.00	$3.00
Westlake	$2.75	$2.50	$2.50	$2.50	$2.25		$2.25	$2.25	$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
University St.	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25		$2.25	$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
Pioneer Square	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
International District	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.50	$2.50	$2.50	$2.50	$3.00	$3.00	$3.00
Stadium	$2.75	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.25	$2.50	$2.50	$2.75	$3.00	$3.00
Sodo	$2.75	$2.75	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.25	$2.50	$2.50	$2.75	$2.75	$3.00
Beacon Hill	$2.75	$2.75	$2.75	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.50	$2.50	$2.75	$2.75	$3.00
Mount Baker	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25		$2.25	$2.25	$2.50	$2.75	$2.75	$3.00
Columbia City	$3.00	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25	$2.25	$2.25		$2.25	$2.25	$2.50	$2.75	$2.75
Othello	$3.00	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25		$2.25	$2.50	$2.75	$2.75
Rainier Beach	$3.00	$3.00	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.50	$2.25	$2.25		$2.50	$2.50	$2.75
Tukwila Intl. Blvd.	$3.25	$3.25	$3.25	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$2.75	$2.75	$2.75	$2.75	$2.50	$2.50	$2.50		$2.25	$2.50
SeaTac / Airport	$3.50	$3.25	$3.25	$3.25	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$2.75	$2.75	$2.75	$2.75	$2.75	$2.50	$2.25		$2.25
Angle Lake	$3.50	$3.25	$3.25	$3.25	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$3.00	$2.75	$2.75	$2.75	$2.50	$2.25	

Table 20 Current and Future One-Way Fares for Link Reduced Fare Customers

Customer Fare Category	Current Fare (before Northgate opens)	Future Fare (after Northgate opens)
Low-income adult (ORCA LIFT)	$1.50	$1.50
Youth (6 to 18 years old)	$1.50	$1.50

Senior/Disabled with Regional Reduced Fare Permit	$1.00	$1.00

3.2.3 Fares on ST Express and Other Possible Transfer Modes

Table 21 shows the fares for different customer groups paid by riders on ST Express routes.

Table 21 ST Express Fares

Customer Category	Fare
Adult	$3.25
Low-income adult (ORCA LIFT)	$1.50
Youth (6 to 18 years old)	$1.50
Senior/Disabled with Regional Reduced Fare Permit	$1.00

While most riders on the ST Express routes being reconfigured as the result of the opening of the Project are expected to transfer to Link, some riders on Route 542 may choose to transfer to Metro bus service for destinations between the U District and Roosevelt Link stations. Metro fares are shown by rider category in Table 22.

Table 22 Metro Bus Fares

Customer Category	Fare
Adult	$2.75
Low-income adult (ORCA LIFT)	$1.50
Youth (6 to 18 years old)	$1.50
Senior/Disabled with Regional Reduced Fare Permit	$1.00

3.3 Dataset Description and Technique Used to Collect Data

The data used in this analysis are from an origin-destination (O-D) survey conducted onboard Sound Transit Express bus routes which are planned to terminate at the Northgate, Roosevelt or U District stations with the opening of the Project – Routes 511, 512, 513, 522, 542 and 556. The survey was conducted in the first quarter of 2019. The survey was conducted during weekdays for all time periods using paper surveys offered to every rider for sampled trips. Survey workers remained on board during the entire trip or portion of the trip surveyed. Customers could return surveys to the survey workers or by postage paid return mail.

Overall, the survey included responses from about 9,500 ST Express riders (representing 19% of average weekday boardings, with a 43% response rate), including completed responses from 1,319 ST Express riders surveyed on those routes analyzed here. Data were weighted to represent average weekday boardings at the route level.

For this analysis, low-income is defined as at or below 200% of the Federal poverty level. This is the same threshold used to qualify customers for the ORCA LIFT (low-income fare) program. Table 23 below describes the household size and income thresholds used to classify respondents as low-income for this analysis.

*Table 23 Household Size and Income to Qualify For ORCA LIFT**

Household Size	Annual Household Income
1	$24,972
2	$33,816
3	$42,660
4	$51,492
5+	$60,300

* 200% Federal Poverty Level

As described in Section 3.2, Sound Transit policy calls for a comparison of the impacts of a fare change on minority and low-income populations to the population of Sound Transit's service area. The numbers used in this report are derived from the American Community Survey, 2018.

3.4 Fare Media Analysis

Table 24 below shows the number and percent of minority and low-income rider boardings for the routes analyzed here in each customer category paying cash or using ORCA from the O-D survey effort described above. As also noted above, the counts are representative of data weighted to average weekday ridership for the routes of focus here.

Table 24 Current Fare Payment Type by Customer Category

	Percent				Count			
Fare Type	Minority	Non Minority	Low-income	Non Low-income	Minority	Non Minority	Low-income	Non Low-income
Adult Cash/Ticket	0%	100%	0%	100%	0	15	0	15
Adult ORCA	40%	60%	14%	86%	2648	4014	956	5706
ORCA LIFT	50%	50%	81%	19%	111	110	180	42
RRFP ORCA	25%	75%	29%	71%	99	302	117	284
RRFP Cash	NA	NA	NA	NA	0	0	0	0
Youth ORCA	56%	44%	54%	46%	39	31	38	32
Youth Cash	NA	NA	NA	NA	0	0	0	0
Total	39%	61%	18%	82%	2897	4472	1291	6079
ST Service Area	23%	77%	40%	60%				

The survey data indicate there are greater percentages of minority riders on the routes proposed to be terminated or eliminated than in the Sound Transit service area as a whole, and for the following customer categories: 1) full fare adult riders using ORCA fare payment, 2) ORCA LIFT riders, 3) RRFP riders using ORCA, and youth riders using ORCA. The survey data also indicate there is a greater percentage of ORCA LIFT and Youth riders using ORCA on these routes who are low-income than the percentage of all low-income riders in the service area as a whole, though the total sample of Youth riders is quite small.

The survey data on fare payment type by customer type shows no minority and low-income riders surveyed who currently pay cash on impacted routes. The large majority of adult riders use ORCA.

Survey results also show the vast majority of riders are full-fare adult, with few ORCA LIFT, RRFP and youth riders. The survey also yielded no RRFP and Youth riders paying cash.

3.5 Disparate Impact/Disproportionate Burden

As noted above, Sound Transit provides a discounted flat fare for low-income adult riders via the ORCA LIFT fare. Sound Transit's flat-rate discounted fares for youth, seniors and disabled riders also provide a discounted fare for low-income riders in these customer categories. These discounted fares are the same on ST Express and Link. Since ORCA provides transfer credits, riders in these fare categories paying with ORCA cards will see no fare change when transferring between ST Express service and Link.

As Table 25 shows, only cash riders in each category will be impacted by route termination/elimination. ORCA riders will see no impact. Overall, cash ridership on ST Express bus service is very low – it represented only 3.9% of total boardings in 2019. Since the survey yielded no minority or low-income cash riders on these routes, this analysis shows no disparate impacts on minority nor disproportionate impacts on low-income riders.

Table 25 New Fares for Current Regional Express Riders Transferring to Link or Metro

Fare Type	Fare			Change			
	Existing	Proposed -low	Proposed - high	$ change - low	$ change - high	% change - low	% change - high
Adult Cash/Ticket - transfer to Link	$3.25	$5.50	$6.00	$2.25	$2.75	69%	85%
Adult Cash/Ticket - transfer to Metro	$3.25	$6.00	$6.00	$2.75	$2.75	85%	85%
Adult ORCA - trans to Link & Metro	$3.25	$3.25	$3.25	-	-	0%	0%
ORCA LIFT - trans to Link & Metro	$1.50	$1.50	$1.50	-	-	0%	0%
RRFP Cash - trans to Link & Metro	$1.00	$2.00	$2.00	$1.00	$1.00	100%	100%
RRFP ORCA - trans to Link & Metro	$1.00	$1.00	$1.00	-	-	0%	0%
Youth Cash - trans to Link & Metro	$1.50	$3.00	$3.00	$1.50	$1.50	100%	100%
Youth ORCA - trans to Link & Metro	$1.50	$1.50	$1.50	-	-	0%	0%

The results of this analysis are summarized in Table 26.

- There is no disparate impact or disproportionate burden for cash riders in any customer category, since the survey either identified no riders in these customer categories, or the

percentage of minority or low-income riders in a customer category was less than the ST service area average.

- The percentage of minority riders on these routes was higher than the average for the Sound Transit service area for the following customer categories: full fare Adult ORCA, ORCA LIFT, RRFP Orca and Youth ORCA riders.
- The percentage of low-income riders on these routes was higher than the Sound Transit service area average for ORCA LIFT riders.
- With none of these ORCA fare categories experiencing a fare change from the termination of these routes and transferring to Link, there is no disparate impact/disproportionate burden.

Table 26 Summary - Disparate Impact/Disproportionate Burden

	% Greater than ST Service Area Avg		**Fare Change?**		**Disproportionate Impact/Disparate Burden**	
Fare Type	Minority	Low-Income	Minority	Low-Income	Minority	Low-Income
Adult Cash/Ticket	NO	NO			**NO**	**NO**
Adult ORCA	YES	NO	NO		**NO**	**NO**
ORCA LIFT	YES	YES	NO	NO	**NO**	**NO**
RRFP Cash	NO	NO			**NO**	**NO**
RRFP ORCA	YES	NO	NO		**NO**	**NO**
Youth Cash	NO	NO			**NO**	**NO**
Youth ORCA	YES	NO	NO	NO	**NO**	**NO**

3.6 Fare Impact Mitigation

The onboard surveys identified very few adult cash riders and no youth or RRFP riders on the ST Express routes proposed for termination/elimination with opening of the Project. The Title VI analysis identified no disparate impact/disproportionate burden. However, there will be impacts on the small number of fare current cash riders whose current one-seat bus ride will be replaced by a two-seat (and two-fare) ride involving a transfer between bus and Link. To mitigate these impacts, ST will be working to make it easy for cash riders to convert to use of ORCA cards rather than cash for fare payment. ORCA card fare payment will enable riders to receive full transfer value between modes and experience no fare increase.

Sound Transit will be providing ORCA cards to be handed out by street teams to cash-paying riders transferring between bus and Link services during the first few weeks of Link service. To assist cash riders to convert to ORCA, Sound Transit will provide cash riders with ORCA cards pre-loaded with fare value. Sound Transit will also continue the ongoing marketing campaign to promote the ORCA LIFT program for low-income riders. Sound Transit will continue loading E-purse incentives on ORCA LIFT cards for those who qualify for this program. Finally, Sound Transit will work with Metro and Public Health staff who will also be on site at the new stations actively enrolling riders for reduced fare, youth and ORCA LIFT discounted fare programs. Riders

new to ORCA will also be provided information on how to use the card, and how and where to revalue, including online, retailers and TVMs at Link stations.

These efforts will be accompanied by an extensive public outreach and information campaign to inform riders of the need to use an ORCA card to ensure they can continue riding for a single fare (and avoid having to pay a higher fare through payment of two separate cash fares) for any transfer trips following the service change.

4 Public Involvement and Outreach

The public involvement and outreach for the Project has been ongoing since voter approval in 2008. Sound Transit has engaged with the communities along the Project alignment for more than thirteen years to advance the planning, design and construction phases of the project. Through each phase, the Sound Transit Community Engagement team has strived to provide high-quality communications that build trust and connect with impacted communities, future customers, stakeholders and the public at large. At each key decision-point, from the publication of the Northgate Link Extension Draft Environmental Impact Statement, design and planning milestones, to construction mitigation analyses, Sound Transit engaged with the community to seek feedback and incorporated that feedback back into the project to refine the route, station locations, public art, station access, and construction methods. To ensure a high-quality, durable project, Sound Transit sought to be inclusive, with stated objectives of broad participation, two-way communication/engagement and diverse audience engagement. A variety of tactics used to engage the public include, but are not limited to:

- In-person open-houses and public meetings.
- Briefings.
- Door to door outreach.
- Property owner meetings.
- Community fairs and festivals.
- Interpretation and translation services.
- Direct mail notifications.
- Business relations services.
- Community partnerships.
- Service provider interviews.
- Printed updates and digital media.
- Surveys.

In addition to the capital project engagement work of Sound Transit, a variety of joint outreach efforts were undertaken by Sound Transit, Community Transit and Metro as part of and at different stages of the Project. Outreach and public involvement were prevalent through the planning, construction, service change, and launch phases of the project.

4.1 Equitable Engagement at Sound Transit

Equitable community engagement is the commitment to exceed our standard engagement practices by ensuring that institutionally underserved communities and those who are most at risk of being adversely impacted by our actions are well-informed and provided frequent opportunities to share their experiences and perspectives. Our approach to engage with the diverse communities in our service area can be summarized in a five step process:

Step 1: Identify the appropriate level of engagement.
Step 2: Identify your audience.
Step 3: Planning your engagement.

Step 4: Data collection.
Step 5: Long-term relationships.

During the joint process, Metro, Sound Transit and Community Transit all gathered feedback on proposals to restructure bus service once the Link extends to Northgate in 2021. This included express service in Snohomish County and King County, as well as local service in Seattle.

Staff from all agencies collaborated on an analysis to ensure that adequate Link capacity was provided for connecting bus passengers during peak demand times. A key objective in bringing in these other partners is to improve the customer experience for making rail-bus connections by ensuring an integrated transit network across the multiple transit agencies, and by leveraging the fast and reliable Link service when possible. Collaboration on the Project is also critical for installing wayfinding signage, relocating bus stops closer to stations and providing real-time bus departure information.

4.2 Coordination with Partners

In partnership, Metro and Sound Transit worked closely to engage the public to help shape service alternatives and changes that will take effect after the opening of the Project. The public outreach process included co-led outreach events, joint online open house experiences, shared resources between the agency websites, and public information materials. Through three joint phases of public outreach, all three agencies gathered feedback from their transit riders, and the community as a whole.

4.3 Engagement for the Northgate Link Extension Bus Restructure

Connecting to Northgate Station is an early opportunity for Snohomish County and north King County residents to access the Link system. As part of the regional bus-rail transit integration work, Community Transit, Metro and Sound Transit have all been working jointly on how best to connect bus riders to the new Link station at the three new Link stations - Northgate Station, Roosevelt Station and U District Station.

Starting in fall 2019, the transit agencies began public outreach to understand how bus riders can connect to fast, reliable Link service to the UW, downtown Seattle and other regional destinations.

For Snohomish County riders, the initial proposal envisioned truncating all Sound Transit routes serving downtown Seattle and Community Transit's UW routes at Northgate Station. All passengers would transfer to/from Link to reach their final destinations. The resulting service hour savings of operating shorter routes would be reinvested into more frequent service and a longer span of service.

Following Phase 1 of outreach and a public survey, the agencies adjusted their original idea and conducted a second phase of outreach on a revised proposal in spring 2020. Key feedback from customers included a willingness to change their commute patterns, including transfers, if it achieved improved speed and reliability. The transfer experience and connections from Link stations to their destinations were also points riders wanted to understand better. Based on this feedback, the agencies adjusted their original proposals to retain some routes in peak directions maintaining direct rides to downtown Seattle from locations in Snohomish County. These revisions give customers a choice between accessing downtown Seattle by bus or connecting to Link.

Concurrent to the engagement happening in Snohomish County, Sound Transit partnered with Metro to engage riders along the SR 522 corridor in north King County. Similar trade-offs were evaluated as we asked riders to provide feedback on how existing bus service can reorient to better serve the new Link stations. In the survey, 49% indicated truncating at Roosevelt Station and improving off-peak frequency to 15 minutes met their needs, compared to 29% who indicated "No." The remainder responded, "I don't know" or "not applicable." The survey also conveyed that the top concern for priority participants was longer travel times and less convenient service. Sound Transit decided to maintain the proposal for Route 522 along the SR 522 corridor.

Finally, in September, Sound Transit conducted online outreach regarding the proposed 2021 Service Plan changes which included all previous bus restructure proposals for the Northgate Link Extension bus restructure. The survey included questions about current and future transit use as well as open-ended questions about the clarity of the information in the service plan, what people thought about the service plan changes and impacts to riders' transit use during COVID-19.
Sound Transit's 2021 Service Plan was approved by the Board in November 2020.

Due to COVID-19, the engagement work conducted for the Northgate bus restructure had to react to a changing environment as the impact of the virus permeated all areas of life. Traditional tactics of rider engagement were no longer possible, and all the transit agencies had to adapt to the situation. Building relationships with Community Based Organizations (CBOs) and proactively translating content became even more critical therefore Sound Transit leveraged multiple ethnic media buys to help spread the word about the bus restructure project and provide opportunities for engagement.

4.4 Results for the Project Bus Restructure Engagement

The phases and the proposals in each phase are described below. The three phases were: 1) Link Connections: Northgate Phase 1, 2) North Link Connections Mobility Project/ Link Connections: Northgate Phase 2, and 3) 2021 Service Plan Engagement.

All efforts consisted of a website with comprehensive project information with Google translate enabled, press releases and earned media, printed rack cards on buses, translated fact sheets, social media effort via Facebook (organic and/or paid) and Twitter, and email and text updates to service notification subscribers.

4.4.1 Phase 1: Link Connections: Northgate

Phase 1 was a collaboration effort with Community Transit and Sound Transit from Nov 12 to Dec 31, 2019. This effort consisted of an online open house and a digital survey in Spanish, Chinese and English, six in-person pop-up events at accessible locations in Everett, Lynwood, and two street team outreach events at bus stations in November/December 2019.

The online open houses received 9,740 visits, and we collected 1,398 survey responses. The survey included both open- and closed-ended questions and asked various demographic information.

Value	Percent	Responses
Caucasian/White	69.4%	932
Black or African American	2.0%	27
Asian	10.6%	143
Native Hawaiian or Other Pacific Islander	0.7%	10
American Indian or Alaskan Native	0.7%	10
Two or More Races	4.6%	62
Other	1.0%	13
I prefer not to say	10.9%	146
		Totals: 1,343

Figure 10 Link Connections: Northgate Demographic Data

4.4.2 Phase 2a: North Link Connections Mobility Project

Phase 2 was a collaboration effort with Metro and Sound Transit from Jan 21 to April 31, 2020. This effort consisted of a digital survey open from Jan 21 to April 7 in Arabic, Spanish, Vietnamese, Korean, Chinese and Russian, a technical briefing, Metro's Mobility Board, and a drop-in session at the UW.

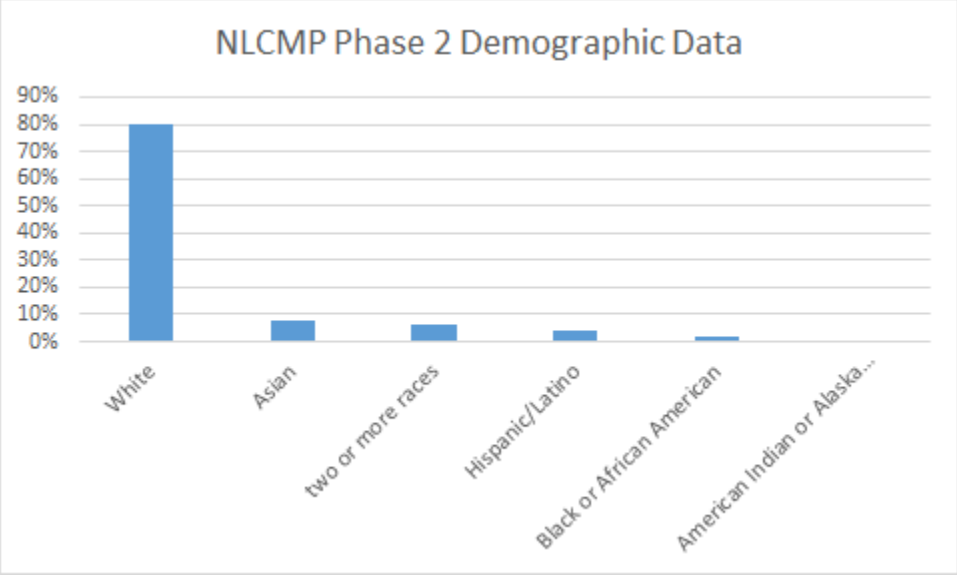


Figure 11 NLCMP Phase 2 Demographic Data

From January to April 2020, Sound Transit and Metro partnered together to conduct in-person and online outreach regarding the bus restructure taking place in north King County for the opening of the Project. In the middle of this outreach process, COVID-19 hit the world and both agencies had to react quickly and change tactics, moving to an online based engagement process. Regardless the plan to reroute bus service in north King County and reorient to the three new Link stations went out for public comment because the Project maintained its original schedule.

The two main bus routes in the SR 522 corridor were Route 522 and Metro 312. The survey received a total of 2916 responses on these two routes and 88 open-ended responses.

4.4.3 Phase 2b: Link Connections: Northgate

Phase 2 was a collaboration effort with Community Transit and Sound Transit from April 6 to June 4, 2020. This effort consisted of online open houses in Spanish, Chinese and English, and a digital survey in Spanish, Chinese and English.

Value	Percent	Responses
Caucasian/White	79.3%	211
Black or African American	1.1%	3
Asian or Asian American	13.5%	36
Native Hawaiian or Other Pacific Islander	2.6%	7
American Indian or Alaskan Native	2.3%	6
Other (please specify) (click to view)	4.9%	13

Figure12 Link Connections: Northgate Demographic Data

In the updated proposal, Sound Transit and Community Transit routes would see a large overall increase in bus frequency for routes traveling from Snohomish County to the University District and Downtown Seattle. The online open house shared an overview of the proposed route-specific changes such as bus frequency, hours of operation and duration of service; users could both rate the importance of bus frequency and provide a written comment, if desired.

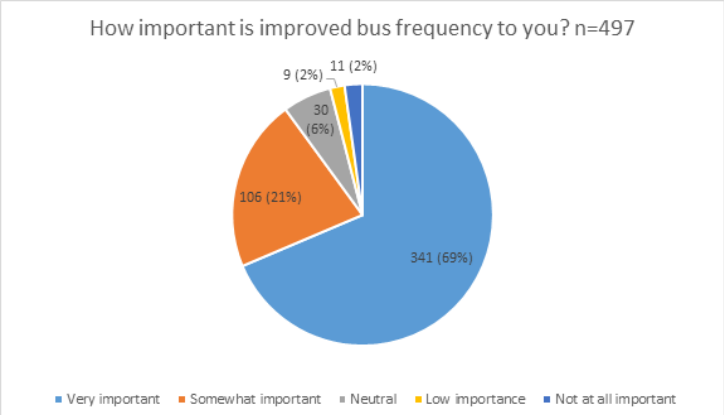


Figure 13 Importance of Improved Bus Frequency Response

4.4.4 Phase 3: 2021 Service Plan Engagement

Phase 3 was a collaboration effort within Sound Transit from Sept 4-25, 2020. This effort consisted of a survey, fact sheets in seven languages, a project website with links the translated fact sheets and survey, multi-lingual digital engagement toolkits distributed via email to Community Based Organizations and Agency partners and translated display ads in six languages: Spanish, Simplified Chinese, Vietnamese, Russian, Korean, and Tagalog, Radio ads in Mandarin, Cantonese, and Spanish.

In September 2020, Sound Transit conducted online outreach regarding the proposed 2021 Service Plan changes which included all previous bus restructure proposals for the Project bus restructure. Online engagement included a survey that ran from Sept 4-25, 2020. The survey received a total of 1,902 survey responses (which included 630 partially completed surveys). The survey was offered in seven other languages, including Traditional Chinese, Simplified Chinese, Vietnamese, Korean, Russian, Tagalog and Spanish, with a total of 40 responses to the in-language surveys. The survey included questions about current and anticipated future transit use

as well as open-ended questions about the clarity of the information in the service plan, what people thought about the service plan changes and impacts to riders' transit use during COVID-19. The survey also included demographic questions. The demographic data from the survey is shown in the figure below.

Value	Percent	Responses
Caucasian/White	79.2%	938
Black or African American	3.7%	44
Asian or Asian American	14.9%	177
Native Hawaiian or other Pacific Islander	1.4%	17
American Indian or Alaskan Native	2.8%	33
Other - Write In	6.6%	78

Figure 14 Phase 2021 Service Plan Engagement Demographic Data

4.5 Findings from the 2021 Service Plan Engagement

Overall, riders were excited about Link and for more frequent Link service. They believed the service plan changes were understandable but, also expressed interest in not cutting existing transit service/routes. About 15% of respondents did not feel that the proposed 2021 Service Plan would meet their travel needs. Riders had a preference for direct routes (minimize waiting at stations, accessibility concerns with transfers, preference for shorter transit trips). There was also a concern about COVID-19 (concern about safety of riding today, challenge of planning for the future, concern about crowded transit post-pandemic).

Current riders expressed that less frequent service during the pandemic has made transit feel less reliable. People need to adjust their personal schedules or are consistently late to work. Suggestions to increase non-peak hour transit options. Acknowledgement that people that do not have other transportation options are hard-hit by service reductions during pandemic.
Not-current riders expressed that the key reason for change in transit use was because people are making fewer trips, teleworking, etc. They also stated that less frequent service during pandemic has made transit feel less reliable, people that have cars often choose to drive.
It should be noted that with an extensive change of the overall system, there may have been too much information and people didn't have time to read it. Additional maps and a summary could make it more understandable.

4.6 Engagement for SAFE

To promote the comment period for the Northgate SAFE document, a press release was issued by Sound Transit. More than 200 news outlets received a copy of this press release, which includes almost 70 publications who target diverse community members. Finally, we sent out stakeholder emails to community groups who we previously engaged during the Northgate Link Connection bus restructure process. The survey received four respondents and two comments about flat fare structure that were forwarded to the Finance Department and the Fares Committee.

4.7 Summary for Public Involvement and Outreach

In conclusion, public involvement and outreach for the Project opening and service change has been ongoing since 2019. During each phase of engagement, the public weighed in on the plan,

and their feedback helped shape the proposals as they emerged. Originally, the goal of outreach was to engage Snohomish County and north King County riders to see if they were willing to make a transfer at Northgate or Roosevelt stations to travel to Seattle – something that will be reflected in the ST Express bus network as Link extensions continue to open over the next few years. In the beginning – there was a willingness to transfer, but riders still wanted to maintain a one-seat ride option. Riders also felt uneasy about the transfer experience. Therefore, the Phase 2 service proposal included options.

The COVID-19 pandemic had financial implications for transit agencies. Sound Transit's 2021 Service Plan reflected a transfer experience for more routes than it did previously, in order to conserve expenditures and align itself with the future financial situation. Through the public engagement process, Route 586 was added back into the final 2021 Service Plan to help minimize the impact on low-income and minority populations who access that route. The majority of the proposed changes as a result to the Project will take place as part of the September 2021 service change. The public helped inform the final plan amidst the shifting process that resulted from the COVID-19 pandemic. Sound Transit leveraged equitable engagement practices in order to make sure priority populations had an opportunity to comment and help inform the process.

5 Conclusion

This report documents the Title VI Service and Fare Equity Analysis required for the Project. The analysis was based on agency Title VI thresholds and FTA's Circular 4702.1B to determine whether the proposed new service will have a disparate impact or disproportionate burden on minority and low-income populations relative to non-low-income and nonminority populations.

The opening of the Project offered a significant opportunity to restructure existing bus service to provide more connections for transit riders and minimize redundant services to ensure efficient use of transit operating resources. Community Transit, King County Metro and Sound Transit worked together to leverage the benefits of truncating a substantial portion of their bus services at new Link stations and reinvesting the saving of operating shorter routes with improved frequencies and span.

Based on the above analyses, where adverse effects created a disparate impact or a disproportionate burden to minority and low-income populations, mitigation measures were incorporated. Any negative effects are mitigated by the substantial improvements to service by each agency including the introduction of new routes and Link with high-capacity frequency.

Overall, the identified adverse effects are mitigated by the substantial improvements to transit service capacity and access for both the project area and region. Connecting both local and express bus service to the Project provides access to improved speed, reliability, and capacity. Also, the restructure of service is consistent with established long-term plans and balances the financial impacts of both the COVID-19 pandemic and the additional operating costs of delivering increased high-capacity transit.

Sound Transit has involved the public throughout all Project phases. Coordinating the service around the project with Metro and Community Transit, who conducted their own analysis, provided a comprehensive approach to Project including extensive outreach.

A disparate impact on minority populations and a disproportionate burden on low-income populations will result for the small number of customers who pay with cash and will need to transfer between Metro and Community Transit bus and Link after the service change take place. As discussed in the fare equity analysis portion of this report, Sound Transit and Metro will mitigate

with the following efforts and an extensive public outreach and information campaign to inform riders of the need to use an ORCA card to ensure they can continue riding for a single fare (and avoid having to pay a higher fare through payment of two separate cash fares) for any transfer trips following the service change.

- Hand out ORCA card by street teams to cash-paying riders transferring between bus and Link services during the first few weeks of service.
- Provide cash riders with ORCA cards pre-loaded with fare value.
- Continue the ongoing marketing campaign to promote the ORCA LIFT program for low-income riders.
- Continue loading E-purse incentives on ORCA LIFT cards for those who qualify for this program.
- Work with Metro and Public Health staff who will also be on site at the new stations actively enrolling riders for reduced fare, youth and ORCA LIFT discounted fare programs.
- Provide information on how to use the card, and how and where to revalue, including online, retailers and TVMs at Link stations to riders new to ORCA.

In summary, this Title VI Service and Fare Equity Analysis concludes that the Project and associated service and fare changes prove beneficial and were selected without regard to race, color or national origin.

6 Appendix

A. Sound Transit 2021 Service Plan
B. Metro September 2021 Public Transportation Service Changes Title VI Service Analysis
C. Community Transit Northgate Link Service Restructure Proposal - Title VI Analysis
D. Sound Transit 2021 Service Plan Appendix – Definitions and Methodology for Title VI Analysis (originally published with the draft 2021 Service Plan and findings used to develop final 2021 Service Plan)
E. Establishing policies for conducting equity analyses of Major Service Changes and Fare Changes impacting minority and low income populations, Sound Transit Resolution R2013-18
F. Inclusive Public Participation Policy, Sound Transit Resolution R2011-15
G. Establishing a Low-income Discount Fare, Sound Transit Resolution R2014-28

SOUNDTRANSIT

Motion No. M2021-33

Approving the Northgate Service and Fare Equity Analysis

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience & Operations Committee	05/06/2021	Recommend	Jonté Robinson, Chief Diversity, Equity & Inclusion Officer
Board of Directors	05/27/2021	Final action	**Mitzi McMahan, Manager of Civil Rights Equity and Inclusion Compliance**

Proposed action

Approving the Northgate Service and Fare Equity report for inclusion in Sound Transit's 2022 Title VI Program.

Key features summary

- As a recipient of federal financial assistance on an ongoing basis, primarily from the Federal Transit Administration (FTA), Sound Transit must comply with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination on the basis of race, color and national origin in any program receiving federal funds.
- According to FTA guidelines, the opening of the Northgate Link Light Rail Extension project requires a Service and Fare Equity (SAFE) analysis to ensure the associated changes prove beneficial and were selected without regard to race, color or national origin.
- As a part of its Title VI obligations, Sound Transit must submit a Title VI Program for FTA approval every three years. One component of this program is the inclusion of equity analyses that have occurred in the three years between submittal, which require board approval. The Northgate SAFE is one such analysis and will be included in the next Title VI Program.
- The Northgate SAFE considerations include changes to service as part of opening Northgate Link including parallel or connecting service for partner agencies. This involved:
    - Partner agency analyses for coordinated changes including review of Northgate Link related major service changes as outlined in operating partners' 2021 service changes.
    - Identifying changes in fares riders will experience resulting from service changes.
    - Assessment of potential adverse effects to minority and low-income communities.
    - Steps to avoid, minimize or mitigate any adverse effects
    - Public outreach process to inform the decision making process.
- The SAFE analysis concluded changes to transit service and the existing fare structure are consistent with Title VI policies and prove beneficial and were selected without regard to race, color or national origin.

Background

The Northgate Link Extension project offered a significant opportunity to restructure existing bus service to provide more connections for transit riders and minimize redundant services to ensure efficient use of transit operating resources. This is a planning effort that required extensive coordination among partners to leverage the benefits of truncating a substantial portion of their bus services at new Link stations and reinvesting the saving of operating shorter routes with improved frequencies and span. The partners worked to ensure the network works collaboratively and that customer engagement helped inform planning.

Sound Transit coordinated with Community Transit and King County Metro (Metro) on their service changes related to the project opening. The Northgate SAFE includes an overview of the operating partner analyses for the coordinated changes that support the network necessary for the project opening. This includes a review of the major service changes related to the Project, adverse effects, reasoning for the proposed service changes, and the consideration of steps to avoid, minimize or mitigate any adverse effects.

The 2021 proposed service changes were developed through a process that included public comment and were approved by the Sound Transit Board in late 2020. The process for the development of service changes for partner agencies Metro and Community Transit included public comment and approval by respective board/councils. Metro's service changes are pending, with anticipated adoption in May 2021. Throughout the process, robust and equitable public participation helped inform decision-making.

Partner agencies individually identified adverse effects that resulted from the variety of service changes needed to bring the project online and minimize redundancies. Each partner analyzed the adverse effects with consideration of the restructure for the project (as highlighted in the document), and the Northgate SAFE then looked at the network and associated changes collectively as a whole.

For fares, Sound Transit assessed potential effects and determined an adverse effect for the small number of customers who pay with cash and will need to transfer between Metro and Community Transit bus and Link after the service change take place. Sound Transit, Metro and Community Transit will mitigate by conducting extensive public outreach and campaign to inform riders of the need to use an ORCA card, including ORCA LIFT, to ensure they can continue riding for a single fare for any transfer trips. If conditions allow, street teams will distribute ORCA Cards and provide flyers about reduced fare programs.

Overall, the adverse effects were mitigated by the substantial improvements to transit service capacity and access for both the project area and region. Connecting both local and express bus service to the Project provides access to improved speed, reliability and capacity. The restructure of service is consistent with established long-term plans and balances the financial impacts of both the COVID-19 pandemic and the additional operating costs of delivering increased high-capacity transit.

Fiscal information

The SAFE analysis concluded that changes to transit service and the resulting fare changes experienced by riders are consistent with Title VI policies. As such fares will remain unchanged and there is no financial impact to the agency

Title VI compliance

Section 601 of Title VI of the Civil Rights Act of 1964 states:

No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Sound Transit receives federal financial assistance to design and build the regional transit system through grants primarily awarded and administered by the Federal Transit Administration (FTA) of the U.S. Department of Transportation. As an FTA grant recipient, Sound Transit cannot, on the basis of race, color or national origin, either directly or through contractual means:

- Deny an individual any service, financial aid or benefit provided under the program to which he or she might otherwise be entitled;
- Make distinctions in the quality, quantity or manner in which the service or benefit is provided; or
- Segregate or separately treat individuals in any matter related to the receipt of any service or benefit.

As a part of its ongoing Title VI obligations, Sound Transit must continue to comply with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination on the basis of race, color and national origin in any program receiving federal funds.

Included among the Title VI obligations, Sound Transit must submit a Title VI Program for FTA approval, every three years, which requires the performance of this Service and Fare Equity analysis for the opening of Northgate Link.

Public involvement

Public involvement has been an integral part of the Northgate link light rail extension project. The public outreach process to inform the decision making process began during project planning and has continued through to the 2021 service plan work for Sound Transit and partner agencies and fare outreach was also conducted. The Northgate SAFE summarizes the public involvement work for the project and includes the public outreach for the draft Northgate SAFE.

The draft Northgate SAFE was published on Soundtransit.org for public review and comment. A survey accompanied the document which was translated into Spanish, Traditional Chinese, Simplified Chinese, Vietnamese, Tagalog, Russian, and Korean. The comment period for the Northgate SAFE was open between Thursday, March 25 and Thursday, April 8.

To promote the comment period for the Northgate SAFE document, a press release was issued by Sound Transit. More than 200 news outlets received a copy of this press release, which includes almost 70 publications who target diverse community members. Finally, we sent out stakeholder emails to community groups who we previously engaged during the Northgate Link Connection bus restructure process. The survey received four respondents and two comments about flat fare structure that were forwarded to the Finance Department and the Fares Committee.

Time constraints

This document requires Board review prior to the Northgate light rail extension revenue service date of October 2, 2021.

Prior Board/Committee actions

Resolution No. R2020-18: Approved the 2021 Service Plan.

Motion No. M2016-92: Approved the submittal of Sound Transit's 2016 Title VI Program to the Federal Transit Administration.

Motion No. M2014-20: Adopted the Sound Transit Service Standards and Performance Measures–2014 Edition as guidelines for the on-going evaluation of Sound Transit's express bus, commuter rail and light rail services, and replaced the Sound Transit Service Standards and Performance Measures–2010 Edition.

Resolution No. R2013-18: Established policies for conducting equity analyses of Major Service Changes impacting minority and low income populations, in accordance with Title VI requirements and guidelines for Federal Transit Administration recipients.

Environmental review – KH 4/22/21

Legal review – MT 4/30/21

Motion No. M2021-33

A motion of the Board of the Central Puget Sound Regional Transit Authority Approving the Northgate Service and Fare Equity report for inclusion in Sound Transit's 2022 Title VI Program.

Background

The Northgate Link Extension project offered a significant opportunity to restructure existing bus service to provide more connections for transit riders and minimize redundant services to ensure efficient use of transit operating resources. This is a planning effort that required extensive coordination among partners to leverage the benefits of truncating a substantial portion of their bus services at new Link stations and reinvesting the saving of operating shorter routes with improved frequencies and span. The partners worked to ensure the network works collaboratively and that customer engagement helped inform planning.

As a recipient of federal financial assistance on an ongoing basis, primarily from the Federal Transit Administration (FTA), Sound Transit must comply with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination on the basis of race, color and national origin in any program receiving federal funds.

According to FTA guidelines, the opening of the Northgate Link Light Rail Extension project requires a Service and Fare Equity (SAFE) analysis to ensure the associated changes prove beneficial and were selected without regard to race, color or national origin.

As a part of its Title VI obligations, Sound Transit must submit a Title VI Program for FTA approval every three years. One component of this program is the inclusion of equity analyses that have occurred in the three years between submittal, which require board approval. The Northgate SAFE is one such analysis and will be included in the next Title VI Program.

Sound Transit coordinated with Community Transit and King County Metro (Metro) on their service changes related to the project opening. The Northgate SAFE includes an overview of the operating partner analyses for the coordinated changes that support the network necessary for the project opening. This includes a review of the major service changes related to the Project, adverse effects, reasoning for the proposed service changes, and the consideration of steps to avoid, minimize or mitigate any adverse effects.

The 2021 proposed service changes were developed through a process that included public comment and were approved by the Sound Transit Board in late 2020. The process for the development of service changes for partner agencies Metro and Community Transit included public comment and approval by respective board/councils. Metro's service changes are pending, with anticipated adoption in May 2021. Throughout the process, robust and equitable public participation helped inform decision-making.

Partner agencies individually identified adverse effects that resulted from the variety of service changes needed to bring the project online and minimize redundancies. Each partner analyzed the adverse effects with consideration of the restructure for the project (as highlighted in the document), and the Northgate SAFE then looked at the network and associated changes collectively as a whole.
For fares, Sound Transit assessed potential effects and determined an adverse effect for the small number of customers who pay with cash and will need to transfer between Metro and Community Transit bus and Link after the service change take place. Sound Transit, Metro and Community Transit will mitigate by conducting extensive public outreach and campaign to inform riders of the need to use an ORCA card, including ORCA LIFT, to ensure they can continue riding for a single fare for any

transfer trips. If conditions allow, street teams will distribute ORCA Cards and provide flyers about reduced fare programs.

Overall, the adverse effects were mitigated by the substantial improvements to transit service capacity and access for both the project area and region. Connecting both local and express bus service to the Project provides access to improved speed, reliability and capacity. The restructure of service is consistent with established long-term plans and balances the financial impacts of both the COVID-19 pandemic and the additional operating costs of delivering increased high-capacity transit.

Motion

It is hereby moved by the Board of the Central Puget Sound Regional Transit Authority that the Northgate Service and Fare Equity report for inclusion in Sound Transit's 2022 Title VI Program is approved.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on _____.

Kent Keel
Board Chair

Attest:

Kathryn Flores
Board Administrator

Appendix R

Fare Equity Analysis of Fare Change for Reduced Fare Riders Sounder Commuter Rail

2020

Authority

In accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration (FTA) Circular 4702.1B and Sound Transit's 2019 Title VI Program, an equity analysis is conducted any time fare changes are proposed to ensure that changes do not unfairly impact people of color and low-income populations. The Civil Rights Act of 1964 states:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The FTA has provided specific implementing guidelines and regulations for complying with the Circular. Due to the interrelated nature of race/ethnicity and income, the Circular instructs transit agencies to also consider impacts on low-income populations as well as minority populations; the assessment of potential Title VI issues related to fare changes is completed through a fare equity analysis.

The proposal to decrease several categories of Sounder fares calls for such an analysis prior to the Sound Transit Board of Directors taking action.

Description of Fare Changes

Fares for Adult, Youth, ORCA LIFT, Senior and Riders with Disabilities on Sounder are distance-based (station-to-station) and were last updated in November 2015. (Sound Transit Board of Directors Resolution R2015-29).

This proposed fare change would lower the fares on Sounder for ORCA LIFT and Youth riders, Seniors and Riders with Disabilities, and align these fares with fares on Link and ST Express for these rider groups. Current and proposed fares are shown in the table below.

Rider Group	Current Fares*	Proposed Fare
ORCA LIFT	$2.50-$4.25	$1.50
Youth	$2.50-$4.25	$1.50
Seniors & Riders with Disabilities	$1.50-$2.75	$1.00

* depending on distance travelled

Fare Equity Analysis Policy

Sound Transit Board of Directors Resolution R2013-19 established policies for conducting equity analyses of fare changes impacting minority and low-income populations.

The policy directs Sound Transit to conduct a fare equity analysis prior to making any fare change to analyze potential adverse effects on minority and low-income populations and establishes the following thresholds for determining whether the proposed fare change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations:

> *A disparate impact occurs when the minority percentage of the population adversely affected by a fare change is greater than the average minority percentage of the population of Sound Transit's service area.*
>
> *A disproportionate burden occurs when the low-income percentage of the population adversely affected by a fare change is greater than the average low income percentage of the population of Sound Transit's service area.*

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the fare equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

Analysis of Disparate Impact/Disproportionate Burden

This proposed fare change would lower fares for reduced fare riders on Sounder: ORCA LIFT (low-income adult), Youth, Seniors and Riders with Disabilities. The fare proposal would have no adverse impact on low-income riders. Instead, it will directly benefit low-income (ORCA LIFT) riders by making travel on Sounder more affordable and will simplify fares for these riders by aligning fare levels with the ORCA LIFT fare on Sound Transit's Link and ST Express services and with the ORCA LIFT fare on King County Metro. The lower ORCA LIFT fare will have no adverse impact on minority riders. Since the percentage of ORCA LIFT riders that are minority (60 percent) * is greater than the Sound Transit District average (39.7 percent) this proposed change will benefit minority riders.

This equity analysis focuses on minority and low-income populations, but it should be noted that the proposal would also benefit Youth, Seniors and Riders with Disabilities by making travel on Sounder more affordable and simplifying fares for these riders by aligning fare levels with those on Sound Transit's Link and ST Express services and with fares on King County Metro.

This proposal would have no adverse impact on minority or low-income riders; therefore, it will not result in any disparate impact or disproportionate burden on these riders.

*Source: King County Metro, Fourth Quarter 2019 ORCA LIFT Report.

Public Engagement

Sound Transit conducted public engagement for this proposed fare change that primarily consisted of an on-line, translated survey that was available from November 19 through December 6, 2020. The public were also notified of alternative ways to provide feedback that included:

- Emailing fares@soundtransit.org;

- Calling Sound Transit's Customer Service line or Language Link lines; or
- Providing comment at public hearing held on December 3rd.

Promotion of the opportunities for public comment, and public notification of the proposed changes included:

- Audio announcements by Station Agents at Sounder stations
- Dedicated web page at Soundtransit.org/farechange with information and fact sheets provided in seven priority languages (Spanish, Korean, Vietnamese, Chinese, simplified Chinese, Russian and Tagalog), and notices about the change on the Soundtransit.org home page.
- Passenger notices (Text/SMS and email) were sent on November 19, 2020, and November 30, 2020, to over 12,512 recipients who have opted to receive updates concerning Sounder service.
- Email notifications to 77 community-based organizations and Agency partners detailing the proposed change, and public comment opportunities, including a virtual public hearing on December 3, 2020. Resolution No. R2020-28 Page 3 of 3 Staff Report
- Social media notifications posted on Facebook, Twitter and the Sound Transit Blog, The Platform.
- Press releases delivered regarding the launch of the comment period, as well as in advance of the public hearing.

Comments received included 571 completed responses to the online survey, eight emails, one letter and one comment at the December 3, 2020, Public Hearing.

Public feedback received showed clear support for this proposal. Overall, 77 percent of survey respondents supported the fare proposal, while 88 percent of the reduced fare respondents (Low Income Adult (ORCA LIFT), Youth, Seniors, and People with Disabilities) who ride Sounder supported the proposal. Seventy-six percent of reduced-fare respondent Sounder riders said they would be more likely to ride Sounder as a result of the fare decrease, and 81 percent said it would make it easier to pay their fare. Of the eight email comments received by Sound Transit, five supported the proposal and three addressed other issues. One letter was received expressing support for the proposal by the member organizations of the Transit Access Stakeholders Coalition: The Transportation Choices Coalition, the Transit Riders Union, Hopelink, Feet First and the Sierra Club. The one public comment at the December 3, 2020, Public Hearing was in support of this proposal.

All public feedback received is detailed in the Sounder 2021 Fare Change Public Engagement Report.

Title VI Fare Equity Analysis

Provide a $0 fare for Youth riding Sound Transit services with a valid Youth ORCA card.

Introduction

Sound Transit provides ST Express Bus service in Pierce, King and Snohomish Counties, Link Light Rail service in King County, and Sounder Commuter Rail service in King, Pierce and Snohomish Counties.

The Youth fare on all Sound Transit services is currently $1.50. The proposed fare change would provide a $0 fare for Youth riding these Sound Transit services with a valid Youth ORCA card. This will make Sound Transit services more accessible for Youth throughout the region.

FTA Title VI Equity Analysis Requirements

On October 1, 2012, the Federal Transit Administration published Circular FTA C 4702.1B. As stated on page 1, "The purpose of this Circular is to provide recipients of Federal Transit Administration (FTA) financial assistance with guidance and instructions necessary to carry out U.S. Department of Transportation ("DOT" or "the Department") Title VI regulations (49 FR part 21) and to integrate into their programs and activities considerations expressed in the Department's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient ("LEP") Persons (70 FR 74087, December 14, 2005).

Section IV. 7. a. of this Circular lays out the requirement to evaluate fare changes:

Fare Equity Analysis

> *(1) Fare Changes. The fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, FTA requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations.…*
>
> *(2) Data Analysis. For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the transit provider shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change.* (p. IV-19)

The Circular goes on to identify requirements for determining if fare changes will result in disparate impacts on minorities riders, or disproportionate impacts on low-income riders.

> *(a) Minority Disparate Impact Policy. The transit provider shall develop a policy for measuring disparate impact to determine whether minority riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost. The impact may be defined as a statistical percentage. The disparate impact threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next Title VI Program submission….*(p.IV-20)

(f) Low-Income Disproportionate Burden Policy. The transit provider shall develop a policy for measuring the burden of fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing fare and the proposed fare. The impact may be defined as a statistical percentage. The disproportionate burden threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next program submission.

Sound Transit fare equity analysis policy

Sound Transit Board of Directors Resolution R2013-19 established policies for conducting equity analyses of fare changes impacting minority and low income populations. This policy establishes that Sound Transit will conduct a fare equity analysis during the planning phase of a potential fare change to determine whether the proposed fare change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations. If any disparate impact or disproportionate burden is found, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

Sound Transit's policy defines these impacts as follows:

> *A disparate impact occurs when the minority percentage of the population adversely affected by a fare change is greater than the average minority percentage of the population of Sound Transit's service area.*
>
> *A disproportionate burden occurs when the low income percentage of the population adversely affected by a fare change is greater than the average low income percentage of the population of Sound Transit's service area.*

Determination of No Disparate Impact/No Disproportionate Burden

This fare change will not result in a disparate or disproportionate impact.

This $0 Youth fare will make Sound Transit services more accessible for Youth. Youth are more likely to be low-income and minority than the population as a whole.[1] [2]

Sound Transit will work with Metro and other regional ORCA agency partners to provide free ORCA cards to Youth riders. Sound Transit Fare Ambassadors will provide youth riding Link and Sounder with information on how to obtain and use an ORCA card.

[1] US Census Bureau, 2020: ACS 5-Year Esimates, S1701 – Poverty Status in the Past 12 Months, King County Washington.

[2] US Census Bureau, 2019: ACS 1-Year Esimates, S0201 – Selected Population Profile in the US, King County Washington.

SOUNDTRANSIT

Resolution No. R2022-20

Establish a Zero Youth Fare on Sound Transit Services

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	7/15/2022	Recommend to Board	**Lisa Wolterink, Deputy Executive Director, Grants and Fares**
Board	7/28/2022	Adoption	**Chad Davis, Deputy Director, Fares**

Proposed action

(1) Establishes a Zero Youth fare on Sound Transit services effective September 1, 2022 by superseding the fare rates established in Resolution No. R2020-28 for youth riders on all Sound Transit services with $0, as shown in Attachment A and (2) directs staff to develop a report of Youth ORCA ridership on an annual basis.

Key features summary

- This action provides for a $0 fare for youth on Sound Transit services including ST Express bus, Sounder commuter rail, Link light rail and Tacoma Link. Currently, youth fares are $1.50 on all Sound Transit services.
- The 2022 “Move Ahead Washington Act” sets a deadline of October 1, 2022 to adopt a zero-fare policy for passengers 18 years of age and younger to ride free on all modes in order to be eligible for state Transit Support Grants. Agencies must also report on the number of trips taken by youth.
- Sound Transit is not eligible for Transit Support Grants, however as the regional transit agency linking other transit agencies in the region, Sound Transit’s participation is key to the success of this program.
- Sound Transit staff will coordinate with partner ORCA transit agencies to implement this zero Youth-fare program by means of the Free Youth Transit Pass in the ORCA system, and undertake efforts to ensure youth have easy access to ORCA cards. Sound Transit’s Fare Ambassadors will encourage youth to get the Free Youth Transit Pass and provide information on how to do so.
- This action also directs staff to develop a report of Free Youth Transit Pass ridership, including interagency transfers starting in 2023.

Background

Originally, Sound Transit implemented different youth fares on ST Express, Sounder and Link as these modes were rolled out. These fares were set at roughly 2/3 of the equivalent adult fare and varied by distance on ST Express and Sounder. Since then, Sound Transit has worked to align these fares with King County Metro, our largest regional partner, and to simplify these fares. In the period 2010 to 2013, Sound Transit and Metro aligned youth fares on Link and Metro service at $1.50. In 2018, the Sound Transit Board acted to reduce the youth fare on ST Express 2-zone service to $1.50. In 2020, the Board also reduced the Sounder youth fare to $1.50.

The “Move Ahead Washington Act” enacted in 2022 provides that: 1) to be eligible for state Transit Support Grants, transit agencies must adopt a zero-fare policy that allows passengers 18 years of age and younger to ride free of charge on all modes by October 1, 2022, and 2) transit agencies must provide to the state an annual report of the number of trips taken by youth under this program. While Sound Transit is not eligible for Transit Support Grants, as the regional transit agency linking other transit agencies in the region, Sound Transit’s participation is key to the success of this program.

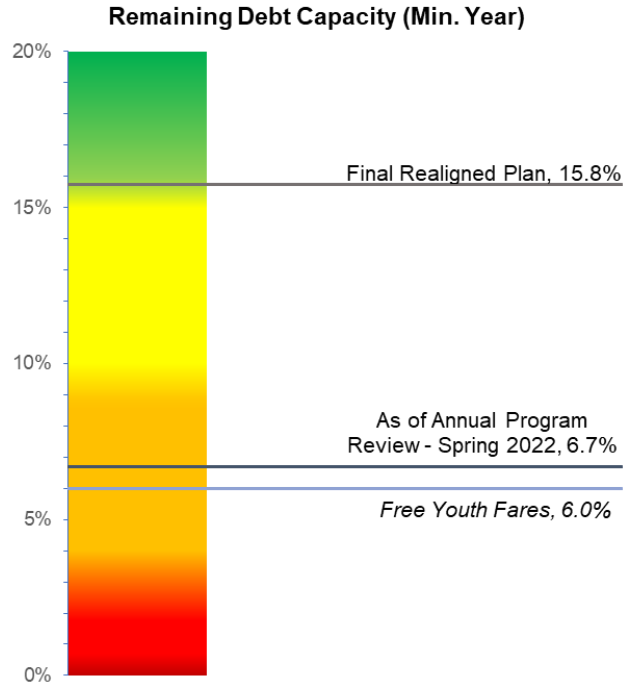
Sound Transit and ORCA partner transit agencies are encouraging youth to use the Free Youth Transit Pass to take advantage of this free fare. This will enable agencies to track ridership by agency and identify trips taken by youth travelling on more than one agency. This information will facilitate compliance with state reporting requirements and allow agencies to identify important inter-agency connections for youth. Use of the Free Youth Transit Pass to access this free fare will also help educate the next generation of riders on how to use ORCA and simplify fare compliance for bus drivers. Youth without a Free Youth Transit Pass may be asked to show a student ID or proof of age and will be provided with information about how to get a Free Youth Transit Pass. Engagement with youth riders will follow Sound Transit’s recently adopted fare engagement policies.

The ORCA transit agencies are working closely together to make it easy for youth to obtain ORCA cards. Currently, about 77,000 Youth have active Youth ORCA cards that will automatically provide them with access to the free fare. ORCA agencies are also working to provide school districts with additional ORCA cards for students in the fall. And the ORCA virtual card is expected to be available for all riders, including youth, sometime in 2023.

Sound Transit staff are also working with staff at partner agencies to develop a plan to track and report ORCA youth ridership by agency, including interagency transfers.

Fiscal information

The proposed action is expected to reduce Sound Transit fare revenue by an estimated $148 million in YOE$ through 2046. There is no impact to the 2022 Budget. The impact of the $148M reduction in revenue on remaining agency debt capacity is a reduction of 0.7% in the minimum year (2042). The graph below displays the impact to remaining debt capacity in the minimum year.



Small business participation and apprenticeship utilization

Not applicable to this action.

Title VI Compliance

In compliance with Federal Transit Administration (FTA) regulations, Sound Transit conducted a Title VI fare equity analysis of this proposed change. This analysis determined that this proposed change will have no disparate impact on minority riders and will not represent a disproportionate burden on low-income riders.

Public engagement

The goal of the public outreach effort was to solicit feedback from the public regarding this proposed fare change. To achieve these goals, Sound Transit created three methods of providing public input from June 2nd to June 26th, 2022 -- email, voicemail, and a public hearing on June 16th, 2022.

Sound Transit also published a webpage and blog post providing background information and soliciting feedback. These were optimized to be used with in-browser translation tools in an effort to increase access.

To advertise public comment options, Sound Transit published a press release on June 8th, 2022, published a notice about the public hearing in the Daily Journal of Commerce and the Sound Transit website, posted on Sound Transit social media channels and alerted key partners and stakeholders of the public input period.

Engagement Results

Written comment

38 written comments were received via the project email address:

- 33 supported the proposed policy change to free youth fares
- 4 were against creating fares free for youth
- 1 expressed concern over the safety of the system

The complete written comments are included in the Free Youth Fare Change – Public Engagement Report as Appendix A.

Public hearing

- No applicable comments were given at the public hearing.

Voicemail

- No comments were received by voicemail.

For more details, please see the Free Youth Fare Change – Public Engagement Report.

Time constraints

This proposed implementation date for this fare reduction is September 1, 2022. A one-month delay would delay implementation of this fare reduction until October 1, 2022 which would not allow youth to take advantage of the free fare when school begins in September.

Prior Board/Committee actions

Resolution No. R2022-07: Adopted an updated Fare Compliance Policy and superseded Resolution No. R2009-02.

Resolution No. R2020-28: (1) Adopted new, lower fares for Low Income Adults, Youth, Seniors and People with Disabilities for Sounder commuter rail effective March 1, 2021, and (2) superseding the fare rates established in Resolution No. R2018-05 with the rates established by this action as shown in Attachment A.

Resolution No. R2018-05: (1) Adopted new fare rates and fare structure for ST Express bus service, and (2) superseding the fare rates established in Resolution No. R2014-28 and amended by Resolution No. R2015-29 with the rates established by this action as shown in Attachment A.

Resolution No. R2015-29: (1) Selected an Option to set fare rates for the low income fare category and potentially increase fares on Sounder service, (2) selected an option to set fares rates for low income adult fare category and potentially increase fares on ST Express service, and (3) amended Sound Transit fare rates in Attachment A of Resolution R2014-28 with selected options.

Resolution No. R2014-28: (1) Selected an option to set fare rates for the low income adult fare category, and (2) superseded the fare rates established in Resolution No. R2007-06, Resolution No. R2010-11, and Resolution No. R2013-24 with the rates established by this action as shown in Attachment A.

Environmental review – KH 6/16/22

Legal review – AJP 7/8/22

SOUNDTRANSIT

Resolution No. R2022-20

A RESOLUTION of the Central Puget Sound Regional Transit Authority (1) establishing a Zero Youth fare on Sound Transit services effective September 1, 2022 by superseding the fare rates established in Resolution No. R2020-28 for youth riders on all Sound Transit services with $0, as shown in Attachment A and (2) directing staff to develop a report of Youth ORCA ridership on an annual basis.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under RCW Chapters 81.104 and 81.112 for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Central Puget Sound Regional Transit Authority district on November 5, 1996, and November 4, 2008, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, RCW 81.112.080 grants a regional transit authority the power to establish fares; and

WHEREAS, the 2022 Supplemental Transportation Budget adopted by the Washington State Legislature and signed by the Governor established that those transit agencies that enact a fare-free policy for youth 18 and younger and prepare annual reports of youth ridership are eligible for state transit support grants; and

WHEREAS, Sound Transit's partner agencies in the Central Puget Sound Area are moving forward to establish fare-free policies for youth; and

WHEREAS, Sound Transit desires to coordinate fare structures and fare rates with those of other transit providers within Sound Transit's service area; and

WHEREAS, free fares can reduce barriers to transit access for youth throughout Sound Transit's service area; and

WHEREAS, Sound Transit is committed to providing opportunities for public involvement and conducting equity analyses of potential impacts to minority and low-income populations before considering fare changes and a Fare Equity Analysis has been reported to the Board; and

WHEREAS, public input received via public outreach events, email, the Sound Transit website, telephone, an online survey, and a public hearing has been reported to the Board.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority as follows:

Section 1: The fare rates established in Resolution No. R2020-28 are superseded with the rates established by this action as shown in Attachment A to establish a $0 youth fare on Sound Transit services effective September 1, 2022.

Section 2: Sound Transit staff will work with staff from other ORCA agencies to develop a comprehensive report of ORCA youth ridership for each agency, including inter-agency transfers, for reporting to the State of Washington.

ADOPTED by the Boardof the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on July 28, 2022.

Kent Keel
Board Chair

ATTEST:

Kathryn Flores
Board Administrator

SOUNDTRANSIT

Motion No. M2022-67

Approves the submittal of Sound Transit's Title VI Program

Meeting:	Date:	Type of action:	Staff contact:
Executive Committee	08/04/2022	Recommend to Board	Jonté Robinson, Chief Diversity, Equity & Inclusion Officer
Board	08/25/2022	Final action	**Nicole Hill, Deputy Director-Equity & Social Responsibility**

Proposed action

Approves the submittal of Sound Transit's Title VI Program to the Federal Transit Administration.

Key features summary

- As a recipient of federal financial assistance, primarily from the Federal Transit Administration (FTA), Sound Transit must continue to ensure that it complies with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination on the basis of race, color or national origin in any program receiving federal funds.
- As a part of its Title VI obligations, Sound Transit must submit a Title VI Program for FTA approval every three years.
- As part of the enhanced Title VI Guidelines issued by the FTA, on October 1, 2012, "the Title VI Program must be approved by the recipient's board of directors…prior to submission to FTA."
- The 2019 Title VI Program will expire on November 30, 2022 and the 2022 Sound Transit Title VI Program is to be submitted to the FTA on or before October 1, 2022.
- The 2022 Title VI Program submittal addresses how Sound Transit complies or intends to comply with Title VI requirements and guidelines. Key components of the plan include:
    - How Sound Transit measures impacts to minority and low-income populations when making major service changes, fare changes, and facility siting selections.
    - Results of the triennial Service Monitoring Report that measures quality of service and distribution of transit amenities.
    - All service and fare equity analyses conducted since the 2019 submittal of the Title VI program.
    - How Sound Transit engages minority and low-income populations in public engagement efforts.
    - How Sound Transit will take steps to ensure individuals who are limited-English proficient (LEP) have meaningful access to information.

Background

Section 601 of Title VI of the Civil Rights Act of 1964 states that: No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied

the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Sound Transit receives federal financial assistance to design and build the regional transit system through grants primarily awarded and administered by the FTA of the U.S. Department of Transportation. As a FTA grant recipient, Sound Transit cannot, on the basis of race, color or national origin, either directly or through contractual means:

- Deny any individual any service, financial aid or benefit provided under the program to which he or she might otherwise be entitled;
- Make distinctions in the quality, quantity or manner in which the service or benefit is provided; or
- Segregate or separately treat individuals in any matter related to the receipt of any service or benefit.

Fiscal Information

Not applicable to this action.

Public involvement

Public involvement is integrated throughout the various reports included in the Title VI Program. Information about the update is included on the Sound Transit website.

Time constraints

A one-month delay would compromise meeting the required deadline and risk FTA not approving the Title VI Program prior to the November 30, 2022 expiration of the 2019 program. The 2022 Title VI Submittal is due to the FTA on or before October 1, 2022.

Prior Board/Committee actions

Motion No. M2019-95: Approved the submittal of Sound Transit's 2019 Title VI Program to the Federal Transit Administration.

Environmental review – KH 7/25/22

Legal review – MT 7/29/22

Motion No. M2022-67

A motion of the Board of the Central Puget Sound Regional Transit Authority approving the submittal of Sound Transit's Title VI Program to the Federal Transit Administration.

Background

Section 601 of Title VI of the Civil Rights Act of 1964 states that: No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Sound Transit receives federal financial assistance to design and build the regional transit system through grants primarily awarded and administered by the FTA of the U.S. Department of Transportation. As a FTA grant recipient, Sound Transit cannot, on the basis of race, color or national origin, either directly or through contractual means:

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- Segregate or separately treat individuals in any matter related to the receipt of any service or benefit.

As a recipient of federal financial assistance, primarily from the Federal Transit Administration (FTA), Sound Transit must continue to ensure that it complies with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination on the basis of race, color or national origin in any program receiving federal funds.

As a part of its Title VI obligations, Sound Transit must submit a Title VI Program for FTA approval every three years.

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The 2022 Title VI Program submittal addresses how Sound Transit complies or intends to comply with Title VI requirements and guidelines. Key components of the plan include:

- How Sound Transit measures impacts to minority and low-income populations when making major service changes, fare changes, and facility siting selections.
- Results of the triennial Service Monitoring Report that measures quality of service and distribution of transit amenities.
- All service and fare equity analyses conducted since the 2019 submittal of the Title VI program.
- How Sound Transit engages minority and low-income populations in public engagement efforts.
- How Sound Transit will take steps to ensure individuals who are limited-English proficient (LEP) have meaningful access to information.

Motion

It is hereby moved by the Board of the Central Puget Sound Regional Transit approving the submittal of Sound Transit's Title VI Program to the Federal Transit Administration.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on August 25, 2022

Dave Somers
Board Vice Chair

Attest:

Kathryn Flores
Board Administrator